

FIBERLINK

Extend360™ User Guide

Fiberlink Communications
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Getting Started

Welcome to your new remote access client software, Extend360™.

Extend360™ is designed to connect you as easily and quickly as possible by providing you with the best possible remote access experience. Extend360's intuitive, intelligent interface provides you with one-click access to important features and automatically gives you detail of what connectivity options are available – all while ensuring the highest levels of “always-on” protection to keep both your connection and data safe.

This user guide assists you in understanding both the basic and advanced functionality of this exciting new product, allowing you to take advantage of the power Extend360™ has to offer. Using this software gives you the world's largest, most reliable network for remote access -- spanning country and technology boundaries for access to your corporate office from home, the road, and everywhere in between.

360° of Connectivity

- True “anytime, anywhere” access through popular and emerging transport types, including dial-up, ISDN, PHS, cable and DSL, WiFi, and hotel broadband for the most comprehensive global access.
- Automatic detection of WiFi and wired broadband signals
- Automatic access number selection and connection
- Easy-to-understand visual indicators of current connection and compliance state

360° of Protection

- End-to-end encryption of all user information
- A single, easy to use, interface for both Internet access and corporate VPN
- Persistent Policy Enforcement™ to provide automated security policy enforcement at system start-up, making sure that your data and connection is safe

360° of Management

- User-friendly background updates with bandwidth sensitive resumable downloads updates to keep your software and access location lists current at all times with no drain on your online productivity

Checking System Requirements

Before installing Extend360™ please ensure that your computer meets the following recommended system requirements:

- **Processor:** Pentium III, 500MHz
- **Ram:** 512 MB (1 Gigabyte recommended)
- **Available Hard Disk Space:** 200 MB
- **Operating System (OS):** Windows 2000 SP4, XP Professional SP1a, XP Home Edition SP1a, XP Professional 2, XP Home Edition 2
- **Internet Browser:** Microsoft Internet Explorer 6.0 SP1
- **Screen Resolution:** VGA Resolution (16-bit or 24-bit color SVGA recommended)
- **Connectivity devices:**
 - ⇒ **Dial/ISDN** - Windows compatible modem
 - ⇒ **Broadband** - Network Interface Card
 - ⇒ **Mobile Data** - Most popular wireless cards and devices. Check with your system administrator to see if your card is compatible.
 - ⇒ **WiFi** – 802.11 card with NDIS 5.1 (or higher) compliant drivers

Installing the Application

Extend360™ can be installed through one of the following methods:

- Downloading an installation executable from the Internet or your corporate network
- Through an installation CD (Compact Disc) provided by your company
- Through an update from an earlier version of your remote access client

Regardless of which method is employed, the installation instructions are the same.

Starting the Application

Extend360™ can be started from either your desktop or the **Windows Programs** menu.

To start Extend 360™ from your desktop, follow these steps:

1. Locate the **Extend360™** icon on your desktop.



2. Double-click the **Extend360™** icon. This initiates the application and displays it, showing the **New Connection** tab. It also places the **Extend360™** icon in the **Windows System Tray (Systray)** -- located at the lower right corner of your desktop in the **Windows Task Bar**.



To start Extend 360™ from the Windows Programs menu, follow these steps:

1. Click the **Windows Start** button located on the lower left corner of your desktop. The **Windows Start** menu is displayed.
2. Click the **Programs** menu option. The **Windows Programs** menu is displayed.
3. Click the **Fiberlink** menu option. The **Extend360™** menu options are displayed.
4. Click the **Extend360™** menu option. The application is initiated and the **New Connection** tab is displayed. The **Extend 360™** icon is also placed in the **Windows System Tray (Systray)** -- located at the lower right corner of your desktop in the **Windows Task Bar**.

Changing the Language for Using Extend360™

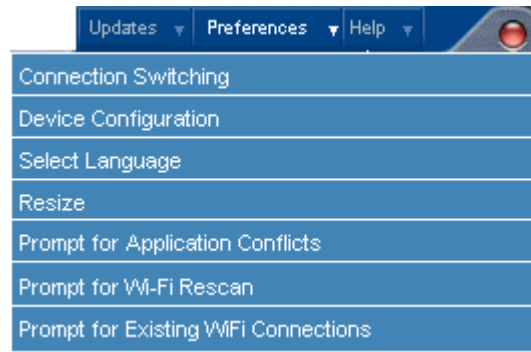
Extend360™ can be displayed in the following languages:

- English
- Japanese
- German
- French
- Simplified Chinese
- Traditional Chinese

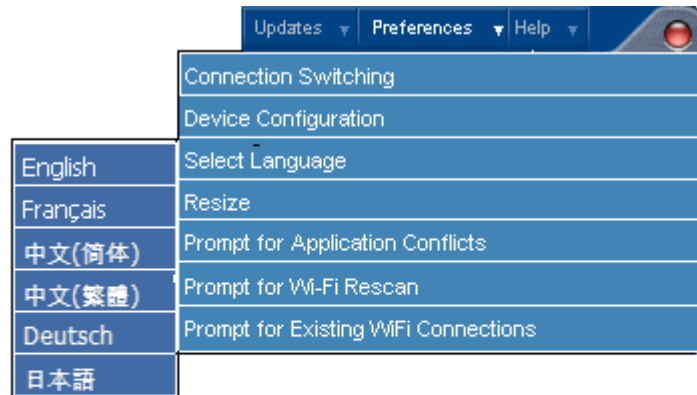
Note: The set of languages displayed in your Preferences menu will depend on how your system administrator configures Extend360™ to meet your site's language needs.

To display Extend360™ in one of these languages, follow these steps:

1. Go to the **Preferences** menu on the Extend360™ main application window.



2. Click on the menu to display the options.
3. Go to **Select Language** to display the **Language** drop down menu.
4. Move the cursor to the **Language** menu and click on your language to select it.



Text, buttons, menus, and messages will display in your chosen language. To return to your language or choose another available language, go back to the Language list and select the option you wish to view.

System Tray Icon

When you launch the Extend360™ application, its icon is displayed in the **Windows Systray**. The **Extend360™ Systray** icon allows you to interact with the application in the following ways:

- Positioning your mouse cursor over the icon causes a small **Connection Status** window to appear, indicating the **connection status** of Extend360™.
- Clicking the icon once opens Extend360™ -- if it is not already displayed.

- Right-clicking the icon displays a pop-up menu enabling you to quickly perform actions as described in the section titled **System Tray Icon Menu**.

Note: The **Windows Sys tray** is located on the lower right corner of your desktop in the **Windows Task Bar**. The **Sys tray** also contains several default items including volume control and data and time.

System Tray Icon Menu

The **Extend360™ Sys tray** icon menu allows you to take the following actions:

- **Connect** Displays the Extend360 connection screen. This option is unavailable if you are already connected.
- **Disconnect** Ends your Extend360 session. This option is unavailable if you are not connected.



- **Show Connection Status** Displays the Internet Connection status of the session. This option is unavailable if you are not connected.
- **Show Security Alerts.** Displays the **Compliance Results** screen. This option is unavailable if you are not connected.
- **Show Extend360** Displays the Extend360 application window. This option is always available.

System Tray Icon Status

The **Extend360™** icon is displayed in the **Systray** upon launching the application. The **Extend360™ Systray** icon allows you to interact with the application in the following ways:

1. Positioning your mouse cursor over the icon causes a small **Connection Status** screen to appear that indicates whether **Extend360™** is connected.
2. Clicking the icon once *opens* **Extend360™**.
3. Right-clicking the icon displays a pop-up menu that enables you to quickly perform actions as described in the next section titled **System Tray Icon Menu**.

Minimizing the Application

You can minimize the application without closing it so you can perform other tasks. **Note:** Minimizing the application does not disconnect any established connections.

To minimize the application from the **Extend360™ Application window, follow these steps:**

1. Locate the **red V** button in the upper right corner of the **Extend360™** Application screen.



2. Click the **red V** button.

To minimize the application from the **Extend360™ Systray icon, follow these steps:**

1. Place your mouse cursor over the **Extend360™ Systray** icon and click the right mouse button
2. Click the **Close** menu option.

To re-display (or maximize) the application, follow these steps:

1. Place your mouse cursor over the **Extend360™ Systray** icon and click the right mouse button.
2. Click the **ShowExtend360** menu option.

Note: Minimizing **Extend360™** does not terminate any open connections.

Getting Phone Book, Policy, and Software Updates

Extend360™ checks for **Phone Book**, **Policy**, and **Software** updates every time it connects to your corporate network. If updates are available, it automatically downloads them to your computer in the background and applies them when you disconnect.

Note: You can also initiate the update process manually during the time you have an active connection with your corporate network.

To initiate a manual update of Phone Book information, Policy information, and Software, follow these steps:

1. Click the **Updates** menu located at the top of the **Extend360™** Application screen.
2. Click the **Manual Update** menu option. This initiates a manual update of **Phone Book**, **Policy**, and **Software** information through your active connection. Status messages appear in the **Messages** field at the bottom of the **Extend360™** Application screen.

Note: The **Manual Update** menu option only uploads the updates to your computer. The updates *are not* applied until you disconnect. To make sure that a specific update is received and applied, you must be connected through Extend360™.

Exiting the Application

Exiting Extend360™ entails closing the **Extend360™ Application** screen and terminating any open connections.

To exit Extend360™ from the Extend360™ Application screen, follow these steps:

1. If not connected, locate the **red dot** button in the upper right corner of the **Extend360™ Application** screen.
2. Click the **red dot** button.

To exit Extend360™ from the Systray icon, follow these steps:

1. Place your mouse cursor over the **Extend360™ Systray** icon and click the right mouse button.
2. Click the **Disconnect** menu option.

About Connecting

Create a **New Connection** through the Extend360™ **New Connection** tab. There are two steps involved in creating a new connection:

1. **Choosing the type of connection** (listed in the preceding bulleted list). Extend360™ automatically scans your computer for connection devices and highlights the types of connections that can be made through your computer. Choose one of the connection type icons (transports) and provide the required information (for example, if it is a Dial, ISDN, or PHS transport, select a number; if Broadband, select your connection; if WiFi, select a signal, and if Mobile Data, you may need to enter a PIN number and approve roaming if necessary.) Click on the **Connect** button.



A pop up box displays with fields for entering your **Username** and **Password**.

Note: Depending on your site requirements, you may only need to enter one set of credentials or you may be presented with two separate screens for Internet login and Network/VPN login. You may also be asked to enter a charge code or PIN number, depending on your site's requirements.

2. **Verifying your identity.** Enter your **Username** and **Password** (which is supplied to you by your corporate IT department) and click the **OK** button. This initiates the connection process and shows the connection progress on the screen with the specific steps for the connection type you are using. If successful, the **On-Line** and **Corporate Network Status** indicators will be set to **green**. If authentication fails, a message will indicate what happened so you can retry. Note that if you interrupt the connection process, you will remain on the status screen.

Credentials for Extend360

Network Login	Corporate Secure (VPN)
Username: accept	Username: accept
Password: *****	Password: *****
☒ Remember my Username and Password	☐ Remember my Username and Password
☐ Use Public Venue Login	
Cancel OK	

Note: You can log in using free or personal account information from some public wireless and broadband networks (such as those found at hotels, airports, coffee shops, and bookstores) by selecting the checkbox marked **Public Venue Login** on the pop up credentials box that appears when you log in through broadband and WiFi connections.

Public Venue Login

For **WiFi** and **Broadband** connections, Extend360™ allows you to connect to non-Fiberlink locations that are normally accessed via web page log in without the need for special configuration or connection outside of Extend360™.

When you select a signal for one of these locations or networks from within the Extend360™ client and go through the connection process, Extend360™ automatically detects the need for a web page log in. A pop-up window opens with the web page information for you to obtain the connection. When you complete the log in process for the network through this pop-up window, Extend360™ automatically resumes and continues the secure log in process without delay. If you close the pop-up window, the connection to the external network is cancelled.

From the **New Connection** or **Bookmark** screens:

1. Click the **Connect** button.
2. Log in through the web page that is displayed.

Authentication with the Fiberlink network occurs in the background and your connection is made upon successful authentication. Closing the pop-up window prior to login cancels the connection.

Note: Extend360™ automatically recognizes the connection being made is to a non-Fiberlink network and it displays the appropriate web page to log in.

Alternately, if you wish to use a web login for a Fiberlink partner location, such as at a hotel, brand-name coffee shop, or bookstore, you can force Extend360™ to use this method of connecting.

From the **New Connection** or **Bookmark** screens:

1. Click the **Connect** button.
2. Select the **Use Public Login** checkbox, which indicates you wish to connect using a non-Fiberlink login.

3. A pop-up window automatically displays with the web page login for the public network associated with this connection.
4. Log in through the web page.

Authentication with the Fiberlink network occurs in the background and your connection is made upon successful authentication. Closing the pop-up window prior to logging in cancels the connection.

Entering Your Credentials

Verifying your identity is the second step in creating a new connection. If your site requires secure login, a pop up box requesting your Username and Password appears. Depending on your site requirements, you may be presented with a single or a dual credentials screen, or you may be presented with two separate screens for Internet login and Network/VPN login. You may also be asked to enter a charge code or PIN number.

Note: Your corporate IT department should supply you with these credentials.

Credentials for Extend360

Network Login	Corporate Secure (VPN)
Username: accept	Username: accept
Password: 	Password:
☒ Remember my Username and Password	☐ Remember my Username and Password
☐ Use Public Venue Login	
Cancel OK	

To enter your credentials, follow these steps:

1. Enter your **Username** and **Password** and any other information that may have been defined by your corporate IT department (for example, charge code or PIN number).
2. Click on the **OK** button to initiate the Connection Process or click the **Cancel** button to cancel the creation of the new connection.

You may also be asked to select a VPN server from a drop down list, depending on your site's requirements.

If you are logging in from **Broadband** and **WiFi** connections, you will see the **Use Public Venue Login** check box on the pop up credentials dialog box. Checking this allows you to use non-Fiberlink credentials to log in at coffee shops, bookstores, hotels, airports, and other sites that have open access. See *Public Venue Login* for more information.

Note: Depending on the policy established by your corporate IT department, the **Save** checkbox and/or **Charge Code** pull-down menu may not be available.

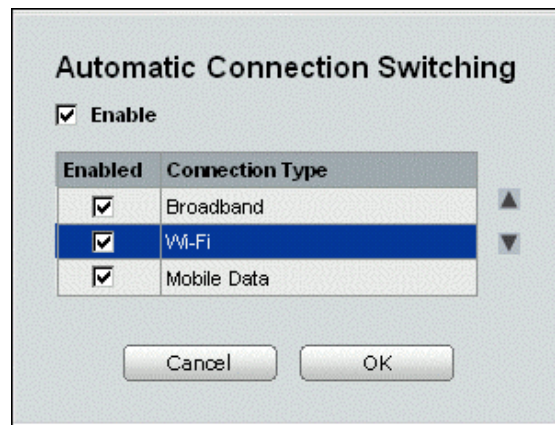
Automatic Connection Switching

The **Preferences** menu contains the **Connection Switching** option, which allows you to enable **Automatic Connection Switching** feature. When this is enabled, Extend360™ continuously searches for better connectivity options even when you have an active connection. If a better connection is detected, Extend360 will automatically establish a connection to that connection type and terminate the original connection. You can select the connection types you wish to use for this feature, as well as specify the priority order in which the transports are used, or you can disable the feature if you do not wish to use it.

IMPORTANT: In Release 1.4.5, this feature is **ONLY** supported for use in conjunction with the IBM WECM roaming VPN. This feature is **NOT** available unless used with IBM WECM.

To enable Connection Switching, follow these steps:

1. Click in the box next to **Enable** in the **Automatic Connection Switching** screen. A checkmark will display in the box to indicate it is selected and the table of **Connection Types** below it will become available.



2. Click each Connection Type's selection box that you wish to use: Broadband, WiFi, and/or Mobile Data.
3. To change the order of priority for any of the Connection Types, highlight it by clicking on it and click on the up or down arrow button to move the connection's position in the list.
4. Click the **OK** button to save your selections or click the **Cancel** button to cancel.

Note: All possible connection types are presented in the list.

Note: You may not be able to connect through all of these connection types. Click the **New Connection** tab to view the active **Connection Types** for your computer.

Understanding the Status Indicators

There are several **Status** indicators located at the bottom of the Extend360™ user interface. These indicators keep you informed of the status and mode of your connection. There are three states for each indicator: **on (green)**, **off (grey)**, or **alert (red)**.



Security Policy Indicator

If your computer meets the appropriate anti-virus, EVM, anti-spyware, and application level security criteria set by your corporate IT department, the **Security Policy** indicator will be **green** and you can make a network connection.

If the **Security Policy** indicator is **red**, you have one or more violations of the policies set by your corporate IT department and you cannot connect. Issues, such as not having certain security software actively running on your computer, having protection files that are out of date, or having disallowed applications running on your computer could cause such violations. **If this condition persists, contact your corporate Help Desk or System Administrator for assistance.**

If the **Security Policy** indicator is **grey**, Extend360™ is not maintaining **Security Policy** status.

Note: The **Status - More Details** screen shows the Security status of the applications that are running on your system. You can also go to the **Compliance Results** through the **Help** menu to see the status and any message history relating to security compliance status. For more information, see *Getting Detailed Connection Status*.

On-Line Indicator

The **On-Line** indicator signifies whether there is an active Internet connection. The **On-Line** indicator is **green** when Extend360™ has established a connection to the Internet. Otherwise, it is **grey**.

Corporate Network Indicator

The **Corporate Network** indicator is **green** after Extend360™ has connected to the Internet and to your corporate network via the Virtual Private Network (VPN) software running on your computer.

The **Corporate Network** indicator is **grey**, if you are not connected to your corporate network.

Note: If you are disconnected from your corporate network, you may still be connected to the Internet, depending on your corporate network policy.

Understanding Internet Connection Statistics

Once an Internet connection is established as part of the connection process, the **Internet Connection Statistics** are continually updated on the **Status** tab for the duration of the connection.

These statistics are described below:

Time Online

Time Online shows the amount of time that the Internet connection has been active. This is displayed in hours, minutes, and seconds (HH:MM:SS)

Connection Speed

The **Connection Speed** shows the speed of the connection as measured in Megabits per second (Mbps)

Bytes Received

Bytes Received shows the number of bytes *received* by your computer across the Internet connection

Bytes Sent

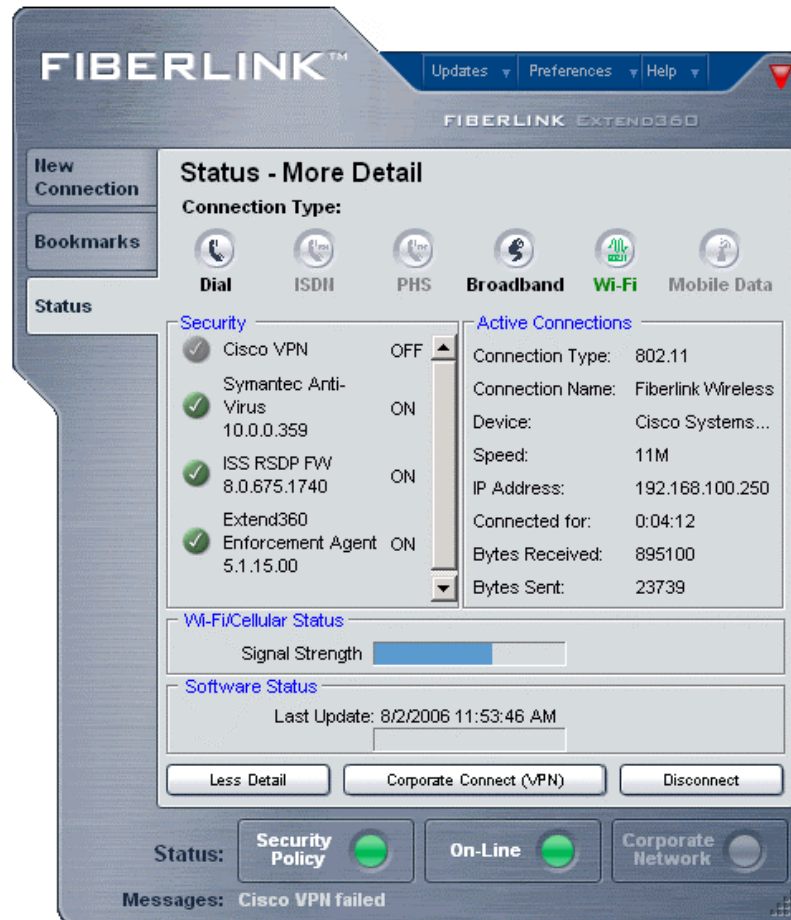
Bytes Sent shows the number of bytes *sent* by your computer across the Internet connection

Getting Detailed Connection Status

The **Status -- More Detail** screen shows additional connection status information. Your Help Desk or System Administrator finds this information helpful when attempting to troubleshoot any problems that you may experience.

To get detailed connection status, do the following:

1. Click the **Status** tab.
2. Click the **More Detail** button. The **Detailed Connection Status** is displayed as described in the sections below.



Note: To return to the less detailed **Status** tab click the **Less Detail** button.

Security Status

The **Security** area of the **Status -- More Detail** screen lists the following information:

- Name and version number of the VPN, EVM, anti-virus, or anti-spyware software running on your system
- Name of all the third party generic applications running on your system
- Icon indicating the policy status of all applications on your system, including the VPN, EVM, anti-virus, or anti-spyware software, as well as third party generic applications
- ON or OFF status of each application on your system

There can be four different icons displayed to the left of the application, indicating its status:

	Green circle with a checkmark	The application is running according to policy. The Security Status indicator is green and there is connectivity.
	Yield sign	The application is out of compliance with the policy, but there is still connectivity. The Security Status indicator is yellow . If this condition persists, contact your Help Desk
	Stop sign	The application is out of compliance with the policy and there is no connectivity. The Security Status indicator is red . You will not be able to connect without contacting your System Administrator.
	Grey circle with a checkmark	The application is running, but is not being monitored. This usually applies to third party generic applications and does not impact the connection status.

To view **out of compliance messages**, you can click directly on the application that is out of compliance. It becomes a **hyperlink** to the **Compliance Results** to display its own individual compliance history. The immediate message that applies to the condition that caused the out of compliance will display. There will also be a **View Results** link that you can click on to see all the compliance messages for that application. If you choose the **Compliance Results** menu item from the **Help** drop down menu, you can see the compliance history for all the applications. For more information, see *Viewing Compliance Results*.

Note: You can get more information from the **Messages** line at the bottom of the screen. If you double-click on the **Messages** line, it displays the **Message History**.

Note: Your system administrator determines whether out of compliance conditions will cause you to be disconnected. This will vary from site to site. For more information about this, contact your Help Desk or System Administrator.

Active Connections Statistics

The **Active Connections** area of the **Status – More Detail** screen lists the information described below.

Connection Type

Connection Type is the type of connection that is currently active (for example, Dial, ISDN, PHS, Broadband, WiFi, or Mobile Data).

Connection Name

Connection Name is a **Bookmark** name or **New Connection** name if not connecting through a **Bookmark**.

Device Name

Device Name is the name of the device through which the connection is being made.

Speed

Speed indicates the speed of the connection in Kbps or Mbps.

IP Address

IP Address is the IP address of the device through which you are connecting (for example, modem, WiFi Card, LAN Card, and so on).

Connected For

Connected For indicates the duration of your current connection in hours, minutes, and seconds.

Bytes Received

Bytes Received is the number of bytes *received* by your computer over your current connection.

Bytes Sent

Bytes Sent is the number of bytes *sent* by your computer over your current connection.

WiFi Cellular Status

The **WiFi/Cellular Status** area of the **Status – More Detail** screen lists the information described below.

Signal Strength

The **Signal Strength** indicates the *strength* of the WiFi or cellular signal measured in bars. The more bars displayed the stronger the signal.

Last Update

Last Update indicates the date and time of the last completed **Phone Book** and **Policy** update. If an update is currently in progress, the area below the date and time uses bars to show the status of the update.

Note: When this area is filled, the update should be complete or nearly complete.

Secure Outside Connectivity Feature

Using the **Active Notification** feature allows you to see available connections (not provided by Extend360™) that require authentication using different credentials and networks. With the new **Secure Outside Connectivity** feature, Extend360™ supports:

1. PPPoE clients creating connections for broadband connections.
2. USB, serial, infrared, and other devices that are not reported in your computer's **Operating System (OS)** to Extend360™ as available, but have connections already established. This includes broadband devices reported as analog modems, and cellular devices connected to your computer using Microsoft Dial-Up Networking (DUN).

To support these external devices and connectivity types, follow these steps:

1. Establish your Internet connection using an external application or **Dial-Up Networking** as you normally would.
2. Launch Extend360™.

3. When such an externally created connection is detected, the **Broadband** indicator illuminates (turns **black**) to designate an available connection. The **Broadband** indicator also illuminates (turns **black**) if a wired Ethernet connection is recognized through a LAN adapter, such as a hotel broadband connection or a home or office LAN connection.

When you click the **Broadband** indicator, the **Selection** box displays **External Connection**.

1. Select the **Connection** and click **Connect**.
2. Enter your **credentials** for policy validation and VPN corporate access.
3. Once verified, the **On-Line** indicator is illuminated and the VPN client launches and connects.
4. Extend360™ software and location lists (for example, **Dial Phone Book**, **WiFi**, **Hotel Broadband**) are updated according to policy rules and availability.

Launching the VPN Client from the Windows Logon Screen

An Extend360™ option function may be enabled by your corporate IT department to affect functions that normally take place when you log on to your corporate network in your office -- such as automatically applying corporate file scripts, updating corporate software, and mapping network drives and printers.

When you first start your computer, a modified **Windows Log on** screen is displayed. If you are using **Windows XP**, the **Use VPN** checkbox is displayed. If you are using **Windows 2000**, the **Use VPN** checkbox and the **Log on using dial up connection** checkbox are displayed. When the **Use VPN** function is used, Extend360™ connects you to the Internet, automatically launches your VPN client, and logs you onto your computer.

Note: This feature may not be configured for all users. If you need additional information, contact your System Administrator.

When you start your computer, the **Windows Log on** screen is displayed.

1. Enter your **network log on** credentials and check the **Use VPN** checkbox.
2. Extend360™ is launched. **Note:** Extend360™ is the only desktop item displayed.
3. You can close Extend360™ and log on to your machine without connecting by clicking the **red dot** in the upper right corner.
4. Select a **Connection Type** and connect.
5. Once the VPN to your corporate network is established, the logon process automatically logs you onto your computer. Your **Windows Desktop** icons and **Start** button are displayed and the **Extend360™** and **VPN** icons appear in the **Systray**.

If for some reason a connection is not established within four (4) minutes, the log on process times out and you are brought back to the **Ctrl + Alt + Del** screen.

Note: You can also return to the **Ctrl + Alt + Del** screen by closing Extend360™ before establishing a connection.

Note: If you do not check the **Use VPN** checkbox on the modified **Windows Logon** screen, you are logged onto your computer, but Extend360™ does not launch automatically.

Disconnecting from the Internet

Disconnecting from the Internet, which also causes you to be disconnected from your corporate network, closes your VPN connection and your Internet connection.

To disconnect from the Internet, follow these steps:

1. Click the **Status** tab.
2. Click the **Disconnect** button.

Note: Exiting Extend360™ also disconnects you from the Internet. See *Exiting Extend360™* to learn how to exit from the Extend360™ application.

Disconnecting from your Corporate Network

Disconnecting from your corporate network involves closing your VPN connection. Once the VPN connection is closed you remain connected to the Internet.

To disconnect from your corporate network, follow these steps:

1. Click the **Status** tab.
2. Click the **Close VPN** button.

Note: Disconnecting from your corporate network (closing your VPN connection) may also cause your Internet connection to close automatically depending on the disconnect policy established by your corporate IT department.

Extend360™ Connection Transports

In order to securely transmit information between your computer and your company's corporate network, a connection must be established between them. There are several types of connections that may be available to you, depending upon the hardware or connection devices installed on your computer.



The following is a listing of all the possible connection types or transports:

Dial

A **Dial Connection** allows you to transmit information over ordinary telephone lines. This is the slowest type of connection (the maximum speed is 56 Kilobits Per Second (Kbps)). Your computer requires a modem to make this type of connection. See *Creating a Dial Connection* for information on creating this type of connection.

ISDN

An **ISDN (Integrated Services Digital Network) Connection** also allows you to transmit information over ordinary telephone lines, but at a much higher speed (128 Kbps). Your computer requires an ISDN modem to make this type of connection. See *Creating an ISDN Connection* for information on creating this type of connection.

PHS

A PHS (Personal Handyphone System) Connection allows you to transmit information at speeds ranging from 32kbps to 128kbps. This connection is currently only available in Japan. See *Creating a PHS Connection* for more information

Broadband

A **Broadband Connection** allows you to transmit information over a high-speed network. This is typically in the form of a DSL (Digital Subscriber Line), Cable-TV, or LAN (Local Area Network) connection. This type of connection provides speeds up to 10 Megabits Per Second (Mbps) (up to 100 Mbps if on a local LAN). Your computer requires a DSL modem, Cable modem, or LAN Card to make this type of connection. See *Creating a Broadband Connection* for information on creating this type of connection.

WiFi

A **WiFi (Wireless Fidelity) Connection** allows you to transmit information over airwaves (wireless connection) through a WiFi Access Point, which is connected to a regular wired network. This type of connection provides speeds up to 11 Mbps. Your computer requires a WiFi LAN card to make this type of connection and you need to be near a WiFi Access Point. See *Creating a WiFi Connection* for information on creating this type of connection.

Mobile Data

A Mobile Data Connection allows you to transmit data over airwaves through a cellular provider's transmitter. This type of connection can provides high speed connections without the need for a wire. Your computer requires a cellular modem to make this type of connection. See *Creating a Mobile Data Connection* for information on creating this type of connection.

You can create a new connection by single clicking the Extend360™ **New Connection** tab. There are two steps involved in creating a new connection:

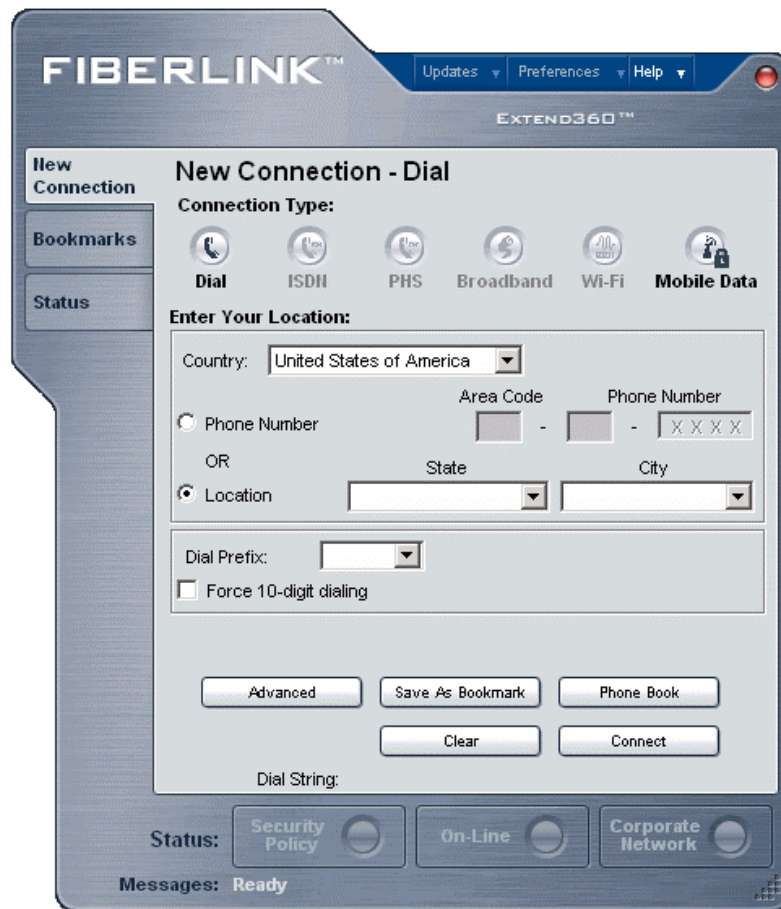
1. **Choosing the type of connection.** Extend360™ automatically scans your computer for connection devices and highlights the types of connections that can be made through your computer (for example, Dial, ISDN, Broadband [DSL or Cable], WiFi or Mobile). Select the **Connection Type** radio button that best suits your needs and complete the fields under the **Enter Your Location** section of the screen. Click the **Connect** button to display the **pop up credentials box**. (Step 2.).
2. **Verifying your identity.** Enter the **Username** and **Password** that was supplied to you by your corporate IT department and click on the **OK** button to initiate the connection process. If the connection is successful, the **On-Line** and **Corporate Network Status** indicators will be **green**.

Creating a Dial Connection

A **Dial** connection allows you to transmit information over ordinary telephone lines (56 Kbps maximum speed). You can make this connection if your corporate IT department allows such access and your computer is equipped with a modem.

To create a Dial Connection, follow these steps:

1. Click the **New Connection** tab. The **New Connection** screen is displayed.
2. Click the **Dial Connection Type** icon. The **New Connection – Dial** screen is displayed.

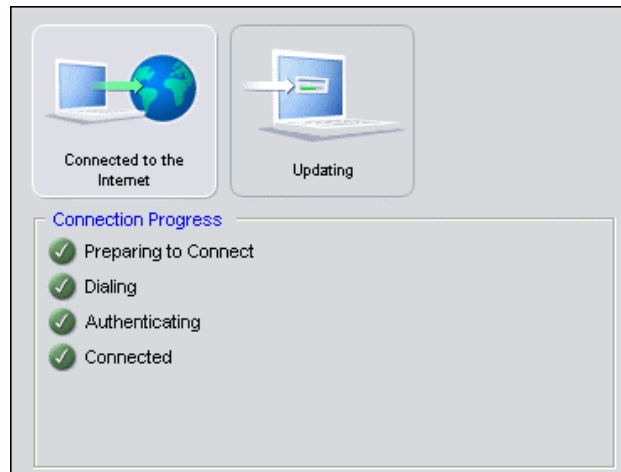


3. Enter your location information (**Country**, **Phone Number** [or **State** and **City**]). Given this information, Extend360™ can automatically select the local phone numbers to dial. If you want to choose the phone numbers yourself, click on the **Phone Book** button. See *Manually Selecting Phone Numbers* for details on how to manually choose the phone numbers to be dialed.
4. If you are in an area that requires ten-digit dialing, you can check the **Force 10-digit dialing** checkbox. This requires the system to include the local area code when dialing the phone number for those regions that have the ten-digit dialing rules in effect.

Note: Selecting access numbers by entering in your current location phone number is only available in North America.

5. Select a **Dial Prefix** (for example, *70 or 9) if any *special* numbers need to be dialed before the actual phone number is dialed. Optionally, you can enter a prefix if one does not appear in the pull-down menu. The prefix is saved in the pull-down menu until you exit the application.
6. Click the **Advanced** button if you need to enter **Advanced Dial Settings**. Otherwise, skip this step. See *Advanced Dial Settings* for more information.
7. Click the **Save as Bookmark** button if you want to save the connection information that you just entered. Otherwise, skip this step. See *Saving a Connection as a Bookmark* for more information.
8. Click the **Connect** button. A pop-up box is displayed for you to enter your credentials. Depending on whether your site requires secure VPN login, you may have two sets of fields for entering your username and password.

9. Enter your credential information on the pop up box. See *Entering Credentials* for more information about completing the information on this screen.
10. Click the **OK** button.
11. A **Connection Progress** box is displayed that shows the success or failure of the login. Dial connections must dial and authenticate before connecting, which is shown in the Connection Progress display. In the event of connection failure, an appropriate message is displayed to assist in making the connection successful in the next attempt.



12. The **Status** tab is displayed when your computer attempts to establish a connection with your company's corporate network. If the connection is successful, all three **Status Indicators** at the bottom of the **Extend360™ Application** screen are **green**.

Manually Selecting Phone Numbers

The **Phone Book** screen allows you to manually select the phone numbers to be used when making a **Dial/ISDN** connection. You can sort the list of available phone numbers by **Country**, **City**, and **State** or by **Country** and **Phone Number**. This option helps to arrange the view of the available phone numbers.

FIBERLINK™ Updates Preferences Help

FIBERLINK EXTEND360

New Connection

Phone Book

Enter Your Location:

Country: United States of America

☐ Phone Number

 Area Code - Phone Number (X X X X)

OR

☒ Location

 State: Pennsylvania City: King Of Prussia

☒ Select All

	City	Number	Speed
☒	King Of Prussia	484-518-4210	56000
☒	King Of Prussia	484-688-1210	56000

Clear OK Cancel

Status: Security Policy ● On-Line ● Corporate Network ●

Messages: New device found

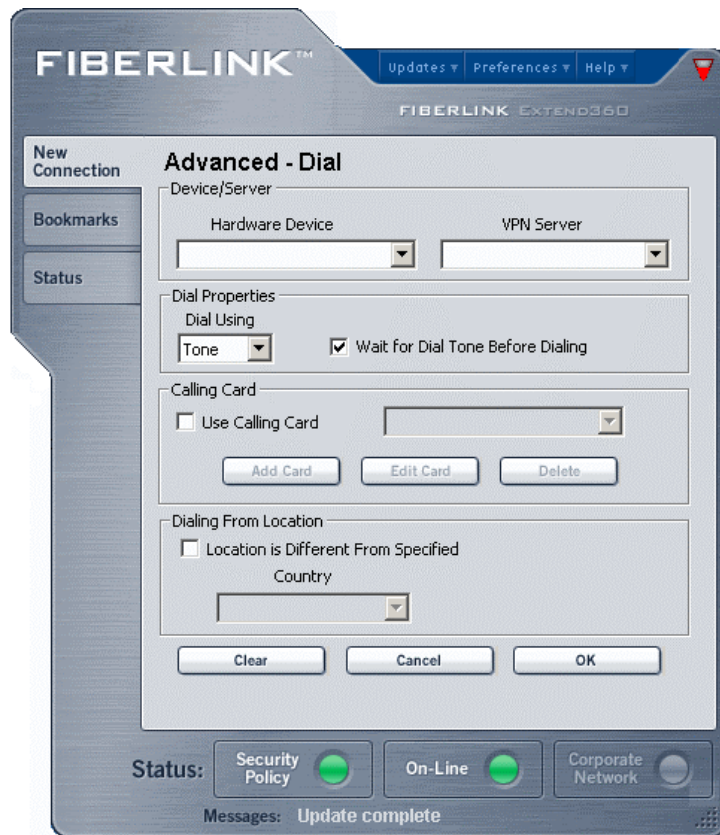
To manually select the phone numbers for a Connection, follow these steps:

1. Click the **Phone Book** button from the **New Connection – Dial** screen or the **New Connection -- ISDN** screen.
2. Select the **country** from where you are initiating the connection from the **Country** pull-down menu.
3. Check the **Phone Number** radio button and enter an **Area Code** and the first three numbers of the phone number or select the **Location** radio button and enter a **State** and/or **City** from the **State and City** pull-down menus. A list of phone numbers are displayed, each with an **X** next to it, indicating that they are all selected for use.
4. Clear the **X** from those phone numbers that you do not want Extend360™ to use when trying to establish a connection with your company's corporate network.
5. Click the **OK** button to save your changes or click the **Cancel** button if you do not want to save your changes.

Note: Your corporate IT department determines whether you have the capability to manually select your phone numbers. When connecting normally, all numbers found are selected for use and are attempted in a predetermined order when you connect. If a number does not operate correctly, the next number is attempted in succession.

Advanced Dial Settings

The **Advanced Dial** settings described here can be edited for a dial connection selected from the **New Connection – Dial** screen. Click the **OK** button to save your new settings for this connection or click the **Cancel** button if you do not want to save your new settings.



Device/Server Settings

Hardware Device (Dial)

The **Hardware Device** setting sets the hardware device (modem) on your computer that is used to make a dial connection. This needs to be set in situations where you have more than one modem that can be used to make such a connection.

VPN Server

The **VPN Server** pull-down menu allows you to choose a **VPN server** on your corporate network.

Note: Your corporate IT department determines the availability of the **VPN Server** pull-down menu.

Dial Properties Settings

Dial Using

The **Dial Using** pull-down menu can be set to either **Tone** or **Pulse**. Only change this setting to **Pulse** if you know that the line from which you are calling does not have touch-tone service.

Wait for Dial Tone before Dialing

The **Wait for Tone before Dialing** checkbox indicates whether the modem *should wait* for a dial tone before dialing the phone number. **Note:** This box is checked by default and should only be unchecked for troubleshooting purposes.

Calling Card Settings***Use Calling Card (DIAL)***

The **Use Calling Card** checkbox indicates whether you will be using a calling card to make a dial connection. If you check the **Use Calling Card** checkbox, select the calling card from the pull-down menu next to this checkbox. To manage your calling card information:

- *Adding a New Calling Card*
- *Editing a New Calling Card*
- *Deleting a New Calling Card*

Dialing from Location***Location is Different from Specified***

The **Location is Different from Specified** checkbox indicates if you are dialing from a location other than the location specified on the **New Connection – Dial** screen.

Country

The **Country** pull-down menu can only be changed if the **Location is Different from Specified** checkbox is checked.

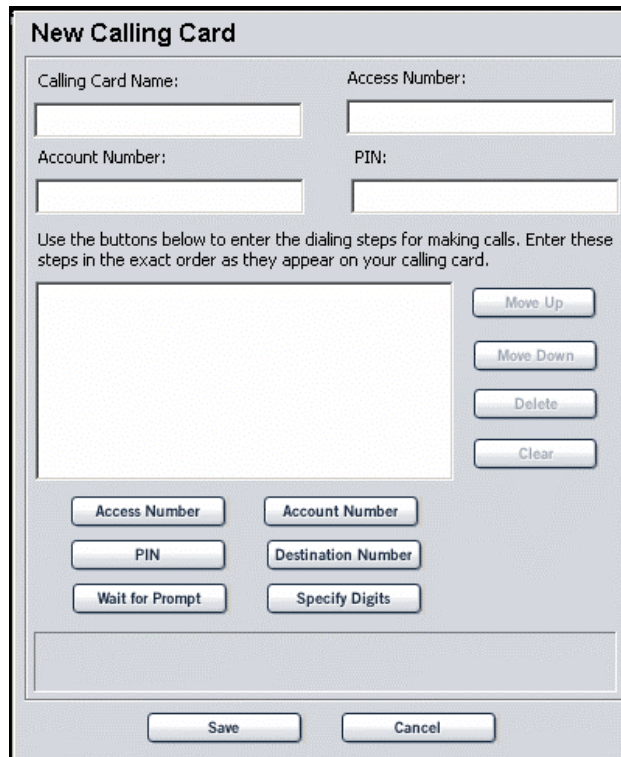
Area Code

The **Area Code** field is not initially displayed. It is displayed when certain countries are chosen from the **Country** pull-down menu.

Adding a Calling Card

To add a calling card from the **Advanced – Dial** or **Advanced – ISDN** screens, follow these steps:

1. Click the Add Card button from either the **Advanced – Dial** or the **Advanced – ISDN** screen. The **New Calling Card** screen is displayed.

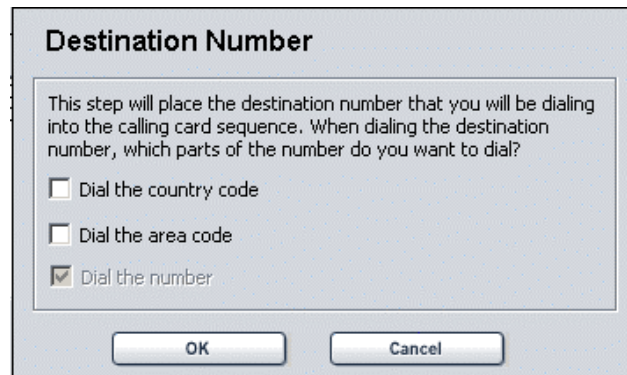


The **New Calling Card** dialog box is a window for configuring a calling card. It features a title bar with the text "New Calling Card". Inside, there are four input fields: "Calling Card Name:", "Access Number:", "Account Number:", and "PIN:". Below these fields is a large text area for dialing steps, with a note: "Use the buttons below to enter the dialing steps for making calls. Enter these steps in the exact order as they appear on your calling card." To the right of the text area are four buttons: "Move Up", "Move Down", "Delete", and "Clear". Below the text area are six buttons: "Access Number", "Account Number", "PIN", "Destination Number", "Wait for Prompt", and "Specify Digits". At the bottom of the dialog are two buttons: "Save" and "Cancel".

2. Enter the Calling Card Name, Access Number, Account Number, and PIN.
3. Use the Access Number, PIN, Account Number, Destination Number, and the Specify Digits to add the dialing steps for making connections. In conjunction, use the **Move Up**, **Move Down**, **Delete**, and **Clear** buttons to re-order, delete, or delete all steps. You can see the number that is to be dialed at the bottom of the screen as you add, edit, re-order, and remove steps.
4. Click the Save button when you finish building the dialing steps or click the Cancel button to close this screen without saving any changes.

Destination Number

The **Destination Number** dialog box is displayed when you click the **Destination Number** button on the **Add New Calling Card** screen. The **Destination Number** dialog box prompts you to select one or more of the following parts of the phone number to be dialed when establishing a connection:

The image shows a dialog box titled "Destination Number". Inside the dialog, there is a text box with the following text: "This step will place the destination number that you will be dialing into the calling card sequence. When dialing the destination number, which parts of the number do you want to dial?". Below this text are three checkboxes: "Dial the country code" (unchecked), "Dial the area code" (unchecked), and "Dial the number" (checked). At the bottom of the dialog are two buttons: "OK" and "Cancel".

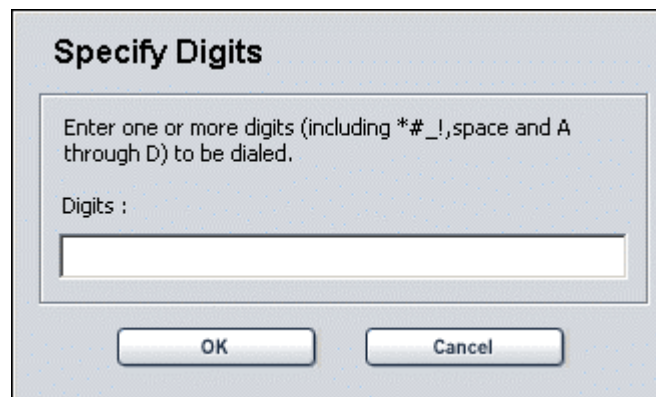
Country Code The **Country** pull-down menu can only be *changed* if the **Location is Different from Specified** checkbox is checked.

Area Code The **Area Code** field is not initially displayed. It is displayed when certain countries are chosen from the **Country** pull-down menu.

Click the **OK** button to save your selections or click the **Cancel** button to quit this dialog box without saving your selections.

Specify Digits

The **Specify Digits** dialog box is displayed when you click the **Specify Digits** button on the **Add New Calling Card** screen. The **Specify Digits** dialog box provides you with a field to type digits to be dialed (including special characters such as *, #, _, !, and A through D).

The image shows a dialog box titled "Specify Digits". Inside the dialog, there is a text box with the following text: "Enter one or more digits (including *#_!,space and A through D) to be dialed.". Below this text is a label "Digits :" followed by a text input field. At the bottom of the dialog are two buttons: "OK" and "Cancel".

Click the **OK** button to save the digits/characters entered or click the **Cancel** button to quit without saving.

Wait for Prompt

The **Wait for Prompt** dialog box is displayed when you click the **Wait for Prompt** button on the **Add New Calling Card** screen. Once the **Wait for Prompt** dialog box is displayed, select the type of prompt to wait for before continuing with the dialing sequence.



The 'Wait For Prompt' dialog box has a title bar 'Wait For Prompt'. Inside, it says 'Select the type of prompt to wait for before continuing with the dialing sequence'. There are three radio button options: 'Wait for dial tone' (selected), 'Wait for a voice message to complete', and 'Wait for' followed by a dropdown menu showing '2' and the word 'Seconds'. At the bottom are 'OK' and 'Cancel' buttons.

The types of prompts from which to select are as follows:

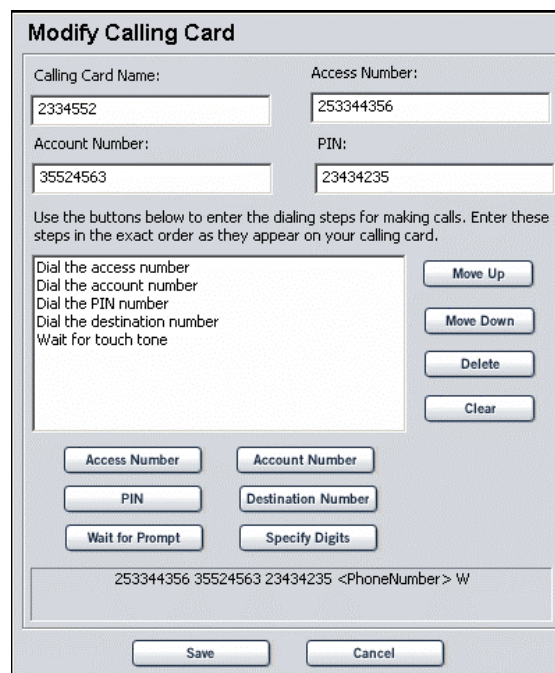
- Wait for Dial Tone
- Wait for a Voice Message to Complete
- Wait for X number of seconds. Select the number of seconds from the pull-down menu.

Click the OK button to save your selection or click the Cancel button to accept the default (Wait for Dial Tone).

Editing a Calling Card

To edit a calling card from the **Advanced – Dial** or **Advanced – ISDN** screens, follow these steps:

1. Click the **Edit Card** button. The **New Calling Card** screen is displayed.



The 'Modify Calling Card' dialog box contains several input fields: 'Calling Card Name' (2334552), 'Access Number' (253344356), 'Account Number' (35524563), and 'PIN' (23434235). Below these is a text area with the instruction: 'Use the buttons below to enter the dialing steps for making calls. Enter these steps in the exact order as they appear on your calling card.' The text area contains: 'Dial the access number', 'Dial the account number', 'Dial the PIN number', 'Dial the destination number', and 'Wait for touch tone'. To the right of the text area are buttons: 'Move Up', 'Move Down', 'Delete', and 'Clear'. Below the text area are buttons: 'Access Number', 'Account Number', 'PIN', 'Destination Number', 'Wait for Prompt', and 'Specify Digits'. At the bottom is a preview line: '253344356 35524563 23434235 <PhoneNumber> W'. At the very bottom are 'Save' and 'Cancel' buttons.

2. Edit the information on the **New Calling Card** screen. See *Adding a Calling Card* for detailed instructions.
3. Click the **Save** button to save your changes or click the **Cancel** button to quit from this screen without saving any changes.

Deleting a Calling Card

To delete a calling card from the **Advanced – Dial** or **Advanced – ISDN** screens, follow these steps:

1. Select the calling card to be deleted from the pull-down menu next to the **Use Calling Card** checkbox in the **Calling Card** section of the **Advanced – Dial** or the **Advanced – ISDN** screen.
2. Click the **Delete Card** button. The calling card will be removed from the pull-down menu.

Creating an ISDN Connection

An **ISDN (Integrated Services Digital Network) Connection** allows you to transmit information over special telephone lines at a much higher speed (up to 128 Kbps) than those of a **Dial Connection**. To make this connection, your computer must be equipped with an ISDN modem and your location must have ISDN service from a local telecommunications provider. Also, your corporate IT department must allow ISDN access.

To create an ISDN Connection, follow these steps:

1. Click the **New Connection** tab. The **New Connection** screen is displayed.
2. Click the **ISDN Connection Type** icon. The **New Connection – ISDN** screen is displayed.

FIBERLINK™ Updates Preferences Help
EXTEND360™

New Connection
Bookmarks
Status

New Connection - ISDN

Connection Type:

Dial ISDN PHS Broadband Wi-Fi Mobile Data

Enter Your Location:

Country: [Dropdown]
Area Code [Text] Phone Number [Text]
Phone Number [Text]
OR
Location [Dropdown] City [Dropdown]

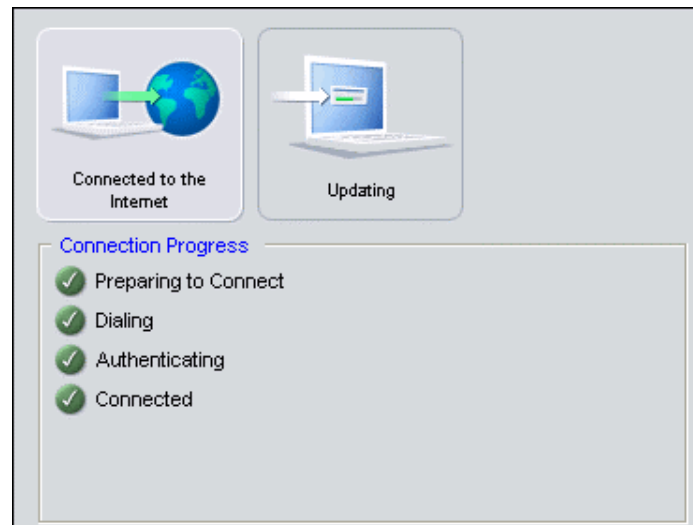
Dial Prefix: [Dropdown]
☐ Force 10-digit dialing
☐ Attempt Dual Channel Connection

Advanced Save As Bookmark Phone Book
Clear Connect

Dial String:

Status: Security Policy On-Line Corporate Network
Messages: Ready

3. Enter location information (**Country**, **Phone Number** or **State** and **City**). Given this information, Extend360™ can automatically select the most cost effective phone number to dial. If you want to choose the phone numbers yourself, click the **Phone Book** button. See *Manually Selecting Phone Numbers* for details on how to manually choose the phone numbers to be dialed.
4. If you are in an area that requires ten-digit dialing, you can check the **Force 10-digit dialing** checkbox. This requires the system to include the local area code when dialing the phone number for those regions that have the ten-digit dialing rules in effect.
5. Select a **Dial Prefix** (for example, *70 or 9) if any special numbers need to be dialed before the actual phone number is dialed. Optionally, you can enter a prefix if one does not appear in the pull-down menu. It is saved in the pull-down menu list until you exit the application.
6. If you want to “bond” both channels of your ISDN line to increase the speed of the connection, be sure the **Attempt dual-channel connection** radio button is checked. This attempts to initiate both channels when the phone number is dialed, assuming the selected number is dual-channel capable. **Note:** While this connection is faster, it typically incurs a higher cost.
7. Click the **Advanced** button if you need to enter advanced ISDN settings. Otherwise, skip this step. See *Advanced ISDN Settings* for more information.
8. Click the **Save as Bookmark** button if you want to save the connection information you just entered. Otherwise, skip this step. See *Saving a Connection as a Bookmark* for more information.
9. Click the **Connect** button. A pop-up screen is displayed for you to enter your credentials. Depending on whether your site requires secure VPN login, you may have two sets of fields for entering your username and password.
10. Enter your credential information on the pop up box. See *Entering Credentials* for more information on completing this screen.
11. Click the **OK** button.
12. A **Connection Progress** box is displayed that shows the success or failure of the log in. ISDN connections must dial and authenticate before connecting, which is shown in the Connection Progress display. In the event of connection failure, an appropriate message is displayed to assist in making the connection successful in the next attempt.



13. The **Status** tab is displayed when your computer attempts to establish a connection with your company's corporate network. If the connection is successful, all three **Status** indicators at the bottom of the Extend360™ Application screen are **green**.

Note: For countries outside of North America, there may be no **Exchange** (for example, 489 in 610-489-5555) portion of the phone number due to differences in the telephone numbering systems.

Advanced ISDN Settings

The **Advanced ISDN Settings** described below can be edited for an ISDN connection selected from the **New Connection – ISDN** screen. Click the **OK** button to save your new settings for this connection or click the **Cancel** button if you do not want to save them.

Device/Server Settings

Hardware Device

The **Hardware Device** setting sets the hardware device on your computer used to make an ISDN connection. This needs to be set in situations where you have multiple modem cards that could be used to make such a connection.

VPN Server

The **VPN Server** pull-down menu allows you to choose a **VPN server** on your corporate network.

Note: Your corporate IT department determines the availability of the **VPN Server** pull-down menu.

Dial Properties Settings

Dial Using

The **Dial Using** checkbox is used to set your dial settings to either **Tone** or **Pulse**.

Wait for Dial Tone Before Dialing

The **Wait for Dial Tone before Dialing** setting indicates whether your modem should wait for a dial tone before dialing the phone number. **Note:** This is checked by default and should only be unchecked for troubleshooting purposes.

Calling Card Settings

Use Calling Card (ISDN)

The **Use Calling Card** checkbox indicates whether you are using a calling card to make an ISDN connection. If you check this checkbox, select the calling card from the pull-down menu next to the checkbox. To manage your calling card information:

- *Adding a New Calling Card*
- *Editing an Existing Calling Card*
- *Deleting a Calling Card*

Dialing from Location

Location is Different from Specified

The **Location is Different from Specified** checkbox indicates whether you are dialing from a location that is different from the location specified on the **New Connection – ISDN** screen.

Country

The **Country** pull-down menu can only be changed if the **Location is Different from Specified** checkbox is checked.

Area Code

The **Area Code** field is not initially displayed. It is displayed when certain countries are chosen from the **Country** pull-down menu.

Creating a PHS Connection

A **PHS Connection** allows you to transmit information over a **Personal Handyphone System**. This type of connection provides speeds ranging from 32kbps to 128kbps.

Note: PHS connections are currently only available in Japan.

To create a PHS Connection, follow these steps:

1. Click the **New Connection** tab. The **New Connection** screen is displayed.
2. Click the **PHS Connection** Type icon. The **New Connection – PHS** screen is displayed.

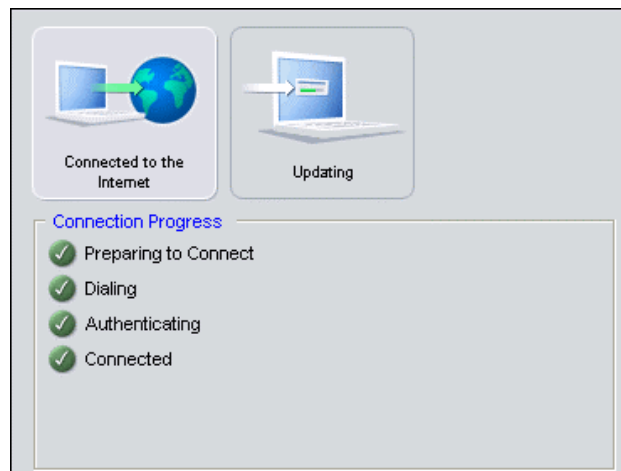


3. Select the **Prefecture** and **City** from the drop down boxes to display a list of available local numbers with connection speeds.

4. Select the **VPN Server** from the drop down box.
5. Click the **Save as Bookmark** button if you want to save the connection information that you just entered. Otherwise, skip this step. See *Saving a Connection as a Bookmark* for more information.

Note: Any connection previously configured as a Bookmark is listed if it is detected. This way, all of your settings for that location are automatically applied.

6. Click the **Connect** button. A pop-up screen is displayed for you to enter your credentials. Depending on whether your site requires secure VPN login, you may have two sets of fields for entering your username and password.
7. Enter your credential information on the pop up box. See *Entering Credentials* for more details about completing the information on this screen.
8. Click the **OK** button.
9. A **Connection Progress** box is displayed that shows the success or failure of the log in. PHS connections must dial and authenticate before connecting, which is shown in the Connection Progress display. In the event of connection failure, an appropriate message is displayed to assist in making the connection successful in the next attempt.



10. The **Status tab** is displayed when your computer attempts to establish a connection with your company's corporate network. If the connection is successful, all three Status indicators at the bottom of the Extend360™ Application screen are **green**.

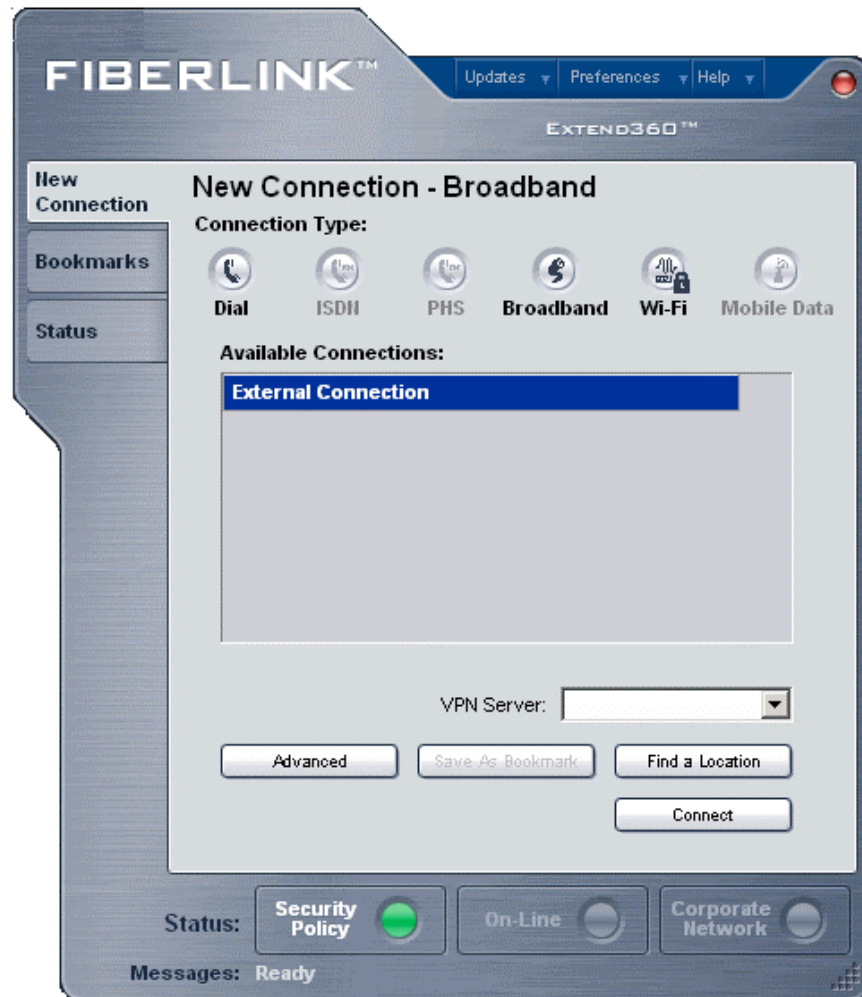
The **Dial String** is displayed at the bottom of the screen.

Creating a Broadband Connection

A **Broadband Connection** allows you to transmit information over a high-speed network. This is typically in the form of a DSL (Digital Subscriber Line), Cable-TV, or LAN (Local Area Network) connection. This type of connection provides speeds up to 10 Megabits Per Second (Mbps) (up to 100 Mbps if on a local LAN). You can make this connection if your corporate IT department allows such access and your computer is connected to a DSL modem, cable modem, and has a LAN card.

To create a Broadband Connection, follow these steps:

1. Click the **New Connection** tab. The **New Connection** screen is displayed.
2. Click the **Broadband Connection Type** icon. The **New Connection – Broadband** screen is displayed.



3. Click a connection in the **Available Connections** list to highlight it.

Note: If the **Available Connections** list displays only **External Connection**, then a Broadband connection is available, but has not been configured. External Connection can also represent an existing wireless connection that is managed by a third party wireless connection manager (for example, WZC or ACU), especially if you chose to stay connected to an existing wireless connection and the WiFi connection type is displayed with a padlock icon over it. If New Location 0 is also present, it represents a wired broadband connection that is not yet configured.

4. Click the **Advanced** button if you need to enter advanced Broadband settings. Otherwise, skip this step. See *Advanced Broadband Settings* for more information.
5. Click the **Save as Bookmark** button if you want to save the connection information that you just entered. Otherwise, skip this step. See *Saving a Connection as a Bookmark* for more information.

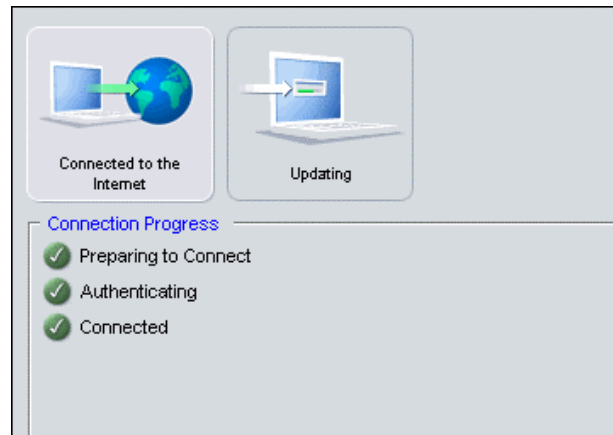
Note: Any connection previously configured as a **Bookmark** is listed if it is detected. This way, all of your settings for that location are automatically applied.

6. Click the **Connect** button. A pop-up box is displayed for you to enter your credentials.

7. Enter your credentials information in the pop-up box. See *Entering Credentials* for more information about completing the information on this screen.

Note: For Broadband connections, the credentials pop-up displays a checkbox for **Public Venue Login**, which allows you to log into a public broadband network, such as those found in hotels using non-Fiberlink credentials. For more information on how this works, see *Public Venue Login*.

8. Click the **OK** button.
9. A **Connection Progress** box is displayed that shows the success or failure of the log in. Broadband connections must authenticate before connecting, which is shown in the Connection Progress display. In the event of connection failure, an appropriate message is displayed to assist in making the connection successful in the next attempt.



10. The **Status** tab is displayed when your computer attempts to establish a connection with your company's corporate network. If the connection is successful, all three **Status** indicators at the bottom of the **Extend360™ Application** screen are **green**.

Note: If you are traveling or are planning to travel, you can click the **Find a Location** button to search for locations, such as a hotel or airport, that provide the wired Broadband access you need. See *Finding a Broadband Location* for more details.

Note: If you are in a location where **wired Broadband** is available and part of the roaming network (such as a hotel), the location information will be displayed as a selection option when the network cable is connected.

Automatic Connection Switching

The **Preferences** menu provides the **Connection Switching** option, which allows you to enable **Automatic Connection Switching** feature that causes Extend360™ to continuously search for the best transport connection even if you are actively connected. Mobile data connections are supported in this feature.

Advanced Broadband Settings

The **Advanced Broadband** settings described below can be edited for a Broadband connection selected from the **New Connection – Broadband** screen. Click the **OK** button to save your new settings for this connection or click the **Cancel** button if you do not want to save them.



VPN Server

The **VPN Server** pull-down menu allows you to choose a **VPN server** on your corporate network.

Note: Your corporate IT department determines the availability of the **VPN Server** pull-down menu.

Category

The **Category** pull-down menu can be set to **Home**, **Work**, **Roaming**, **Business Partner**, or **Other** to classify your Broadband connection.

Auto-Launch VPN

If the **Auto-Launch VPN** button is present, it can be set to indicate that the VPN client software located on your computer be automatically launched during the connection process. The **Auto-Launch VPN** button is not present on your computer if your corporate IT department has configured the system to automatically launch the VPN client software every time you connect.

The following information is also shown on the **Advanced – Broadband** screen, but cannot be edited.

Bookmark Name

The **Bookmark Name** is the name for this connection (if it has been previously saved as a **Bookmark**).

Default Gateway MAC (Media Access Control) Address

The **Default Gateway MAC Address** is the unique hardware number of the computer detected by a Broadband connection. This is automatically detected and is used to recognize this location.

Finding a Broadband Location

The **Find a Location – Broadband** screen allows you to search for wired Broadband locations available to you as part of a remote access network, including detailed address information when available. This assists you in making travel plans, such as hotel reservations. **Note:** You cannot connect from this screen.

FIBERLINK™ Updates ▾ Preferences ▾ Help ▾

FIBERLINK EXTEND360

Find a Location - Broadband

Country: USA Area Code : 215

State : PA Zip Code :

City : All Cities Category : All Categories

Name	Address	City	State	Categ
LoewsPhiladelphiaHotel	1200Marke	Philadelphi	PA	Hotel
FourSeasonsHotelPhiladelphi	1LoganSq	Philadelphi	PA	Hotel
EmbassySuitesPhiladelphiant	9000Bartr	Philadelphi	PA	Hotel
WarwickHotelandTowers	1701Locu	Philadelphi	PA	Hotel
EmbassySuitesHotelPhiladelp	1776Banja	Philadelphi	PA	Hotel
WyndhamPhiladelphiatFrankli	TwoFrankli	Philadelphi	PA	Hotel
SheratonSocietyHill	OneDockS	Philadelphi	PA	Hotel

Clear Run Search OK

Status: Security Policy ● On-Line ● Corporate Network ●

Messages:

To find a Broadband location, follow these steps:

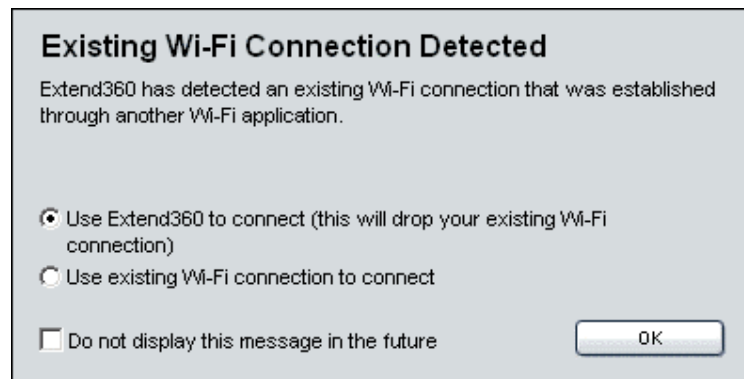
1. Click the **New Connection** tab.
2. Click the **Broadband Connection Type** icon.
3. Click the **Find a Location** button.
4. Select (or enter) one or more of the following search criteria: **Country**, **State**, **City**, **Area Code**, **Zip Code**, or **Category** (for example, hotel).
5. Click the **Run Search** button. Your search results are displayed in the area below your search criteria.
6. Adjust the field widths to view the desired information for each location.
7. When finished running searches, click the **OK** button to return to the **New Connection – Broadband** screen.

Creating a WiFi Connection

A **WiFi (Wireless Fidelity) Connection** allows you to transmit information over airwaves (wireless connection) through a WiFi Access Point, which is connected to a regular wired network. You can make this connection if your corporate IT department allows such access and your computer is equipped with a WiFi LAN card. **Note:** You also need to be near a WiFi Access Point.

Using Existing WiFi Connections

If you already have an existing wireless connection when you start the E360 client, the following screen displays, asking you to select whether you wish to use E360 to connect (this disconnects your existing connection) or if you wish to stay connected to your existing connection:



Existing WiFi Connections allows you to use either the Extend360™ WiFi connection manager or a supported third party connection manager, such as WZC or ACU, to make your wireless network connection.

If you choose to stay connected to the existing connection, the following occurs:

- You can still use the E360 client; however, you will not be able to use the E360 WiFi bookmark functions, including accessing your existing bookmarks or making new bookmarks.
- WiFi third party application conflicts will not be automatically resolved.
- A padlock icon appears over the E360 WiFi transport, indicating that it is not available.



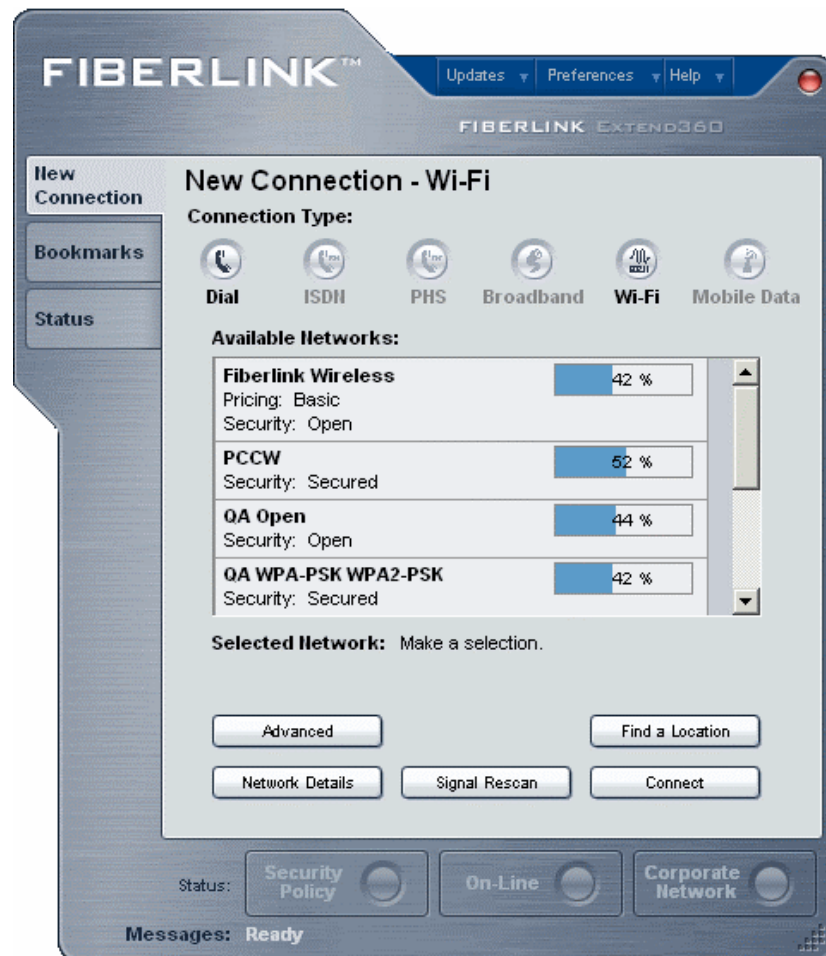
- The middle of the E360 screen displays the following message indicating that another application has been detected to be managing your wireless connections. If you wish to have E360 manage your connections, select the **Manage Connections** button that is provided.



Note: If you click on the **Manage Connections** button, your existing wireless connection will be disconnected and the E360 connection manager will start. E360 then displays a list of available wireless signals for you to select a new connection.

To create a WiFi Connection, follow these steps:

1. Click the **New Connection** tab. The **New Connection – WiFi** screen is displayed.
2. Click the **WiFi Connection Type** icon. The **New Connection – WiFi** screen is displayed.



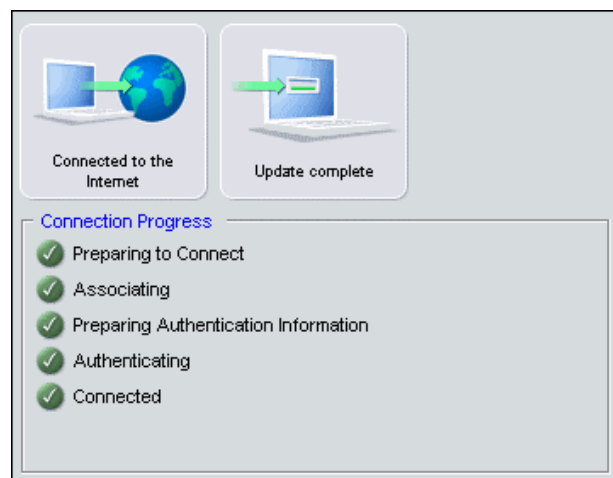
Note: Using active notification and “wireless-signal sniffing” technology, Extend360™ is able to detect the presence of WiFi networks and alert you to their presence by highlighting the **WiFi Connection Type** icon when you are within the range of a WiFi Network.

3. Click a WiFi network in the **Available Networks** list to highlight it. To view detailed information about a highlighted WiFi network, click the **Network Details** button. See *Network Details-WiFi* for more information.
4. Click the **Advanced** button if you need to enter advanced WiFi Network settings. Otherwise, skip this step. See *Advanced WiFi Settings* for more information.
5. Click the **Save as Bookmark** button if you want to save the connection information you just entered. Otherwise, skip this step. See *Saving a Connection as a Bookmark* for more information.
6. Click the **Connect** button to display the pop up credentials box.

7. Enter your credential information on the pop credentials box. See *Entering Credentials* for more information about completing this screen.

Note: For WiFi connections, the Credentials pop-up displays a checkbox for **Public Venue Login**, which allows you to log into a public wireless network, such as those found in hotels, airports, coffee shops, some cities, and bookstores using non-Fiberlink credentials. For more information on how this works, see Public Venue Login.

8. Click the **OK** button.
9. A **Connection Progress** box is displayed that shows the success or failure of the login. WiFi connections must associate, prepare authentication information, and then authenticate before connecting, which are all shown in the Connection Progress display. In the event of connection failure, an appropriate message is displayed to assist in making the connection successful in the next attempt.



10. The **Status** tab is displayed when your computer attempts to establish a connection with your company's corporate network. If the connection is successful, all three **Status Indicators** at the bottom of the **Extend360™ Application** screen are **green**.

Note: If you are traveling or are planning to travel, you can click the **Find a Location** button to search for global locations, such as a hotel, that provides WiFi Hot Spots. See *Finding a WiFi Hot Spot* for more details.

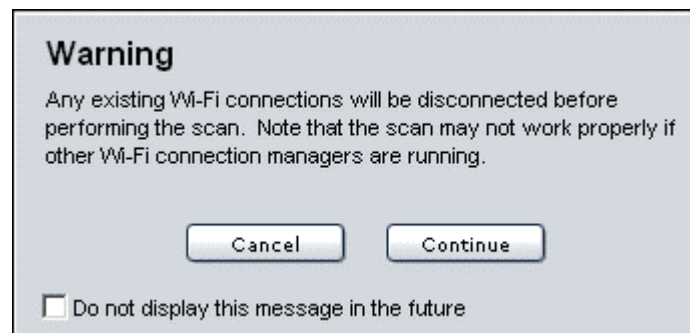
Automatic Connection Switching

The **Preferences** menu provides the **Connection Switching** option, which allows you to enable **Automatic Connection Switching** feature that causes Extend360™ to continuously search for the best transport connection even if you are actively connected. WiFi connections are supported in this feature.

WiFi Signal Rescan

You can break your existing WiFi connection to change your connection and update your list of WiFi signals by clicking on the **Signal Rescan** button.

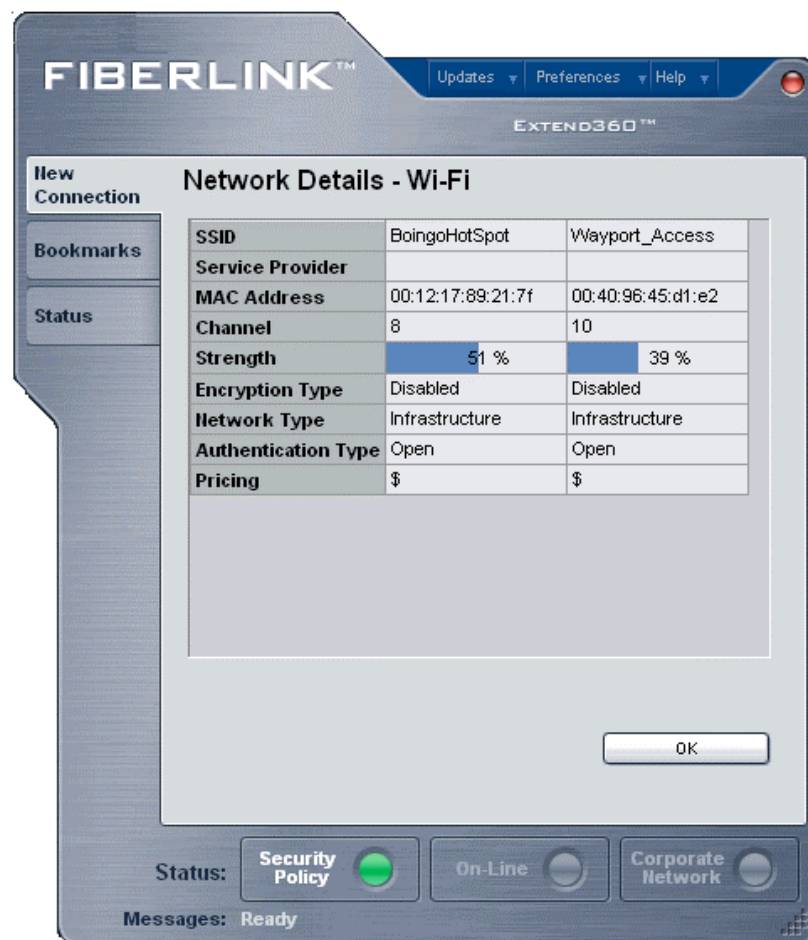
Important: Do not click on the **Signal Rescan** button while you are actively running applications, such as downloading email, because it disconnects you from the Internet and you can lose your data. Wait until all data transmission activities are completed before running a rescan.



Note: If you disabled the **WiFi Rescan** message from the pop-up dialog box, you can re-enable it using the **Prompt for WiFi Rescan** option in the **Preferences** menu.

Network Details - WiFi

The **Network Details – WiFi** screen displays detailed information about the WiFi signals on the **New Connection – WiFi** screen before you clicked the **Network Details** button.



The network details are presented in a table format listing the following information:

SSID (Service Set Identifier)

The **SSID** field uniquely names the Wireless Local Area Network (WAN) of the signal presented.

MAC (Media Access Control) Address

The MAC Address is the unique hardware number of the WiFi Access Point.

Channel

The Channel is the channel number where the signal is broadcast.

Strength

Signal strength measured as a percentage (100 percent means full strength).

Encryption Type

Encryption Type is **Enabled** or **Disabled**.

Network Type

The Network Type is either Infrastructure or Adhoc.

Authentication Type

The Authentication Type is whatever the network requires, which can be **Open**, **Shared**, **802.1x**, **WEP**, **WPA**, **WPA2**, **WPA-PSK**, or **WPA2-PSK**. Authentication type may be enabled or disabled automatically, depending on the Encryption Type settings. Individual authentication types available depend on the configuration of your machine and the network with which you are attempting to connect.

Pricing

This indicates the type of wireless connection plan this signal provides with a single \$ for **Basic** and double \$\$ for **Premium**.

Advanced WiFi Settings

The Advanced WiFi settings described below can be edited for a WiFi signal that is selected from the **New Connection – WiFi** screen. Select an available network from the list and click the **Advanced** button at the bottom of the screen to display the **Advanced Network - WiFi** screen.

Note: In some cases, bookmarks will be imported for you automatically from your operating system or other WiFi client application. These bookmarks may not have editable fields in the Advanced Network section.

Advanced Network - WiFi Screen Settings

Note: Use these settings only if you are the Corporate Network Administrator or if you are setting up your home wireless network.

The screenshot shows the 'Advanced Network - Wi-Fi' settings window in the FIBERLINK EXTEND360 application. The window has a sidebar on the left with 'New Connection', 'Bookmarks', and 'Status' buttons. The main area is titled 'Advanced Network - Wi-Fi' and contains a 'Settings' section with the following fields: 'Network (SSID)' with the value '802dot1x', 'Mode' with a dropdown menu showing 'Network Mode (Infrastructure)', and 'VPN Server' with a dropdown menu showing 'Fiberlink'. There is an unchecked checkbox labeled 'Does not broadcast its SSID'. Below the settings is a 'Bookmark Name' field and an unchecked checkbox labeled 'Make This Bookmark The Default'. At the bottom of the settings area are 'Cancel' and 'Next >' buttons. The bottom of the window features a 'Status' section with three indicators: 'Security Policy' (green circle), 'On-Line' (grey circle), and 'Corporate Network' (grey circle). A 'Messages' section is at the very bottom.

Network Service Set Identifier (SSID)

The **SSID** uniquely names the Wireless Local Area Network (WAN) of the signal displayed.

Mode

The **Mode** setting is **Network Mode Infrastructure** which is used when connecting from your computer to an access point on a wireless network.

VPN Server

The **VPN Server** pull-down menu allows you to choose a **VPN server** on your corporate network.

Note: Your corporate IT department determines the availability of the **VPN Server** pull-down menu.

Does not broadcast its SSID

The **Does not broadcast its SSID** checkbox indicates whether the **SSID** of the signal is broadcast during the connection. Most public signals should have this box unchecked. If you are connecting to a network that is not broadcast, Extend360™ does not detect the network's existence, unless you create a bookmark for that network with this selection checked. If you are already connected to a network, Extend360™ does not detect any of the non-broadcast SSID profiles you created; to see these, disconnect from the network.

Click the **Next>** button to continue to the **Advanced Security - WiFi** screen or click the **Cancel** button if you do not want to save your settings.

Advanced Security – WiFi screen settings

Note: Use these settings only if you are the Corporate Network Administrator or if you are setting up your home wireless network.

**Wireless Network Key**

You must set up the network key from the drop down boxes for **Network Authentication** and **Data Encryption**.

Network Authentication	Can be set to Open , Shared , 802.1X , WPA , WPA2 , WPA-PSK , or WPA2-PSK
Data Encryption	Can be set to Disabled or WEP for Open, Shared, and 802.1x; and TKIP or AES for WPA , WPA2 , WPA-PSK , or WPA2-PSK

Network Key	Set automatically or to the value provided by you
Key Index (advanced)	Allows you to select the Network (WEP) key from 1 to 4 from the drop down box, indicating that you can store up to four Network keys. Check the box to indicate if the Network Key is provided automatically.

Note: If you do not provide the **Network Key** automatically, you must provide a value for it.

802.1x Authentication

If you are using 802.1x authentication, consult with your Corporate Network Administrator to select the correct **EAP Type**: and set up the certificates according to your site's requirements. Check the following boxes as instructed by your Corporate Network Administrator:

- Use my Windows Username, Password, and Domain (One-time reboot required after authentication)
- Authenticate as computer when information is available
- Authenticate as guest when computer or information is unavailable

Note: When setting up your 802.1x authentication, you must reboot your device to properly store your credentials after installing E360.

The buttons across the bottom of the screen are as follows:

- **<Back** returns to the **Advanced Network – WiFi** screen
- **Cancel** cancels and returns to the **New Connection – WiFi** screen
- **Save** saves your changes and returns to the **New Connection - WiFi** screen

Finding a WiFi Hot Spot

The **Find a Location – WiFi** screen allows you to search for **WiFi Hot Spot** locations around the globe, including detailed address information when available. This assists you to make travel plans, such as hotel reservations. **Note:** You cannot connect from this screen.

To find a WiFi Hot Spot, follow these steps:

1. Click the **New Connection** tab.
2. Click the **WiFi Connection Type** icon.
3. Click the **Find a Location** button. The following screen is displayed:



4. Select (or enter) one or more of the following search criteria: **Country**, **State**, **City**, **Area Code**, **Zip Code**, or **Category** (for example, hotel).
5. Click the **Run Search** button. Your search results are displayed in the area below your search criteria.
6. Adjust the **field widths** to view the desired information for each location.
7. When you finish running searches, click the **OK** button to return to the **New Connection – WiFi** screen.

WiFi Troubleshooting Tips

What do I do if I can't connect?

If you can't connect, try each of the following until you have successfully connected:

1. Check to be sure you have the latest **Locations** list, which can be accessed via the **About Extend360** menu item Help drop down menu. You may need to do a **Manual Update** (which is found in the **Updates** drop down menu). The Locations list provides the signal addresses (SSIDs) that give you access to all the venues that are part of your license agreement. You may be in a public venue that you know has wireless signals, but they may not be part of your wireless network. (For access outside of the Fiberlink network, see *Public Venue Login*.)
2. Try to connect again.

3. If you still cannot connect, close the E360 user interface and then restart it.
4. If you still cannot connect, restart your computer.

If your problem persists, contact your corporate Help Desk or System Administrator.

I have a wireless card, but the WiFi button is not available

Try the following troubleshooting tips to resolve this issue:

- Check to make sure your wireless card is inserted into the correct slot on your computer. There should be lights on the card indicating a correct installation or if there is a problem with the card. Each card is different.
- Verify that the wireless card has the latest drivers and is being identified by your computer.
- Try removing and re-inserting the card from your computer.
- Check to be sure your company has licensed WiFi access via E360 and that it is available to your group within the company.

If you still have a problem, contact your corporate Help Desk or System Administrator for assistance.

What does it mean when the WiFi button appears with a lock on it?

When the WiFi connection type is shown with a padlock on it, it means a third party application, such as WZC, is managing your wireless network connections. To secure the connection so you can connect to your corporate network via a VPN client, select the **External Connection** on the **Broadband** connection screen and click the **Connect** button.

How do I check the date of the Locations List?

To check the date of the **Locations List**, go to the **About E360** in the **Help** drop down menu. The date and time of the most recently downloaded Locations List appears next to the **Wireless Locations** entry on the menu. The list is updated once a week and is available for download to your machine during a successful connection attempt through the Extend360™ client.

What if I get disconnected from my WiFi signal?

In most instances, if you are disconnected, it is because your WiFi signal became too weak to remain connected due to the distance from the access point, or origin of transmission of the signal. If you moved away from it physically, you need to return to where the signal was still working and try to reconnect. For example, you are working from home and you took your laptop from your home office upstairs to your pool deck outside in your backyard, but your home wireless network signal is not strong enough to let you work outside. If you continue to have a problem with your signal strength, contact your corporate Help Desk or System Administrator.

What if I have not moved, but I keep getting disconnected from my WiFi signal?

If your WiFi signal keeps disconnecting it may be due to low signal strength or due to competing signals. If you are located inside a building that causes structural interference with the wireless signal, moving closer to the outer areas of the building, particularly to rooms with windows, can help improve signal reception.

What can affect WiFi signal strength?

WiFi uses the 2.4 GHz radio frequency band that is an unregulated, uncontrolled, and unlicensed frequency band. As such there are number of consumer and industrial electronic products that also use this band and can cause interference. Interference can result in low signal strength, poor throughput, and an increase in transmission errors causing re-transmissions.

Examples of equipment that can cause interference are:

- Cordless phones
- Florescent lights
- Microwave ovens
- Motors and Generators
- Baby monitors
- Industrial monitoring equipment

Some building materials can also block transmission of signals. If you are inside a building where signal strength is low, you may find that moving towards an area with windows may help improve your signal strength.

I know the area I am in has a hot spot, why is Extend360™ not displaying the signal?

Extend360™ may not be displaying the signal for a number of reasons. Here are some troubleshooting tips for this issue:

- There may have been a change in the hot spot at that location. Make sure you have the latest WiFi Location list.
- You may be in an area where the hot spot does not reach (otherwise known as a dead zone). See *Finding a WiFi Hot Spot* for information on finding a hot spot in your location.
- Your WiFi card may not have the latest drivers or may not be installed properly. Check with your corporate Help Desk or System Administrator for assistance.
- There may be another WiFi application running on your machine which is controlling the WiFi card and not allowing E360 to “see” the signals. See *Conflicting Applications* for more details.

What if I find a signal, connect, and get a consistent credential error?

This issue is normally caused by two problems:

1. Incorrect password or either CAPS lock/NUM lock are enabled. To avoid a case sensitivity or number entry issue, open a word processing program and start typing letters into it to see how they appear.
2. The VPN concentrator is not functioning. For many industry standard VPN clients, if the concentrator is down, the screen will continually ask for your password. Contact your corporate Help Desk or your System Administrator to let them know your VPN is not connecting.
3. Try to connect to the VPN concentrator directly from outside E360.

Why don't I see my WiFi signal?

Your WiFi signal may not appear in your WiFi signal list for a variety of reasons. It may not be detected due to a low signal strength in the area where you are located, it may be due to electronic interference in the building, or some other temporary technical problem with the signal. If you continue to have difficulty, try the following:

1. Click on the **WiFi Signal Rescan** button to refresh the WiFi signal list. Note that when you do this, you will disconnect any running applications, such as email programs or software updates so be sure to wait for downloads to complete before starting the signal rescan. For more information see *WiFi Signal Rescan*.
2. Close E360 and open the Microsoft Windows Wireless Networking utility to check if your WiFi signals are working properly outside of E360. To do this, click on the wireless networking icon in the rightmost corner of the screen to display the Wireless Network Connection Screen. This screen will show the list of available signals. If your signal is not working in Windows, it will not work in E360.

If your signal problem persists, contact your corporate Help Desk or System Administrator.

What if the WiFi tab doesn't show any signals?

If the WiFi tab is not showing any signals:

1. Click on **Signal Rescan**.
2. If the tab still is not showing signals, close the E360 user interface.
3. Go to the Windows Network Connection (the single computer icon in the system tray at the bottom right of the screen) and click on it.
4. If you have active signals, they will appear in the display. Close the display.
5. Restart E360.
6. If signals are still not displaying in E360, restart the computer.

If the problem persists, contact your corporate Help Desk or System Administrator.

If this does not help, the issue may be caused by a faulty access point or broadband circuit in that location. Check to see if anyone else in your location is having a similar problem. If so, alerting the venue owner to reset the networking hardware equipment may solve the problem. If you continue to have a problem with your signal strength contact your corporate Help Desk or System Administrator.

What if I connect to the WiFi hotspot, but my VPN doesn't connect (or my VPN client consistently asks for a password)?

This issue is normally caused by two problems:

1. Incorrect password or either CAPS lock/NUM lock are enabled. To avoid a case sensitivity or number entry issue, open a word processing program and start typing letters into it to see how they appear.
2. The VPN concentrator is not functioning. For many industry standard VPN clients, if the concentrator is down, the screen will continually ask for your password. Contact your corporate Help Desk or your System Administrator to let them know your VPN is not connecting.
3. Try to connect to the VPN concentrator directly from outside E360.

The green light showing connectivity is lit, but I cannot access the Internet

In this case, you connected via E360 and the online status light is green, and you then open your browser, but it will not display a web page.

1. Try to type in a known high availability web page, such as any major search engine like Google or Yahoo.
2. Disconnect and reconnect in E360.
3. If you still have this problem, restart the computer.
4. Restart Extend360™.

If the problem persists, contact your corporate Help Desk or System Administrator.

I can't get E360 to connect at home

While we do not support non-managed networks, we can offer some suggestions to troubleshoot home or small office setups:

1. Close and restart E360 and attempt to reconnect.
2. Close E360 and open your Internet browser (for example Internet Explorer). Does this launch your home page?
3. Try unplugging your broadband modem for one minute and then plugging it back in. Turn your router (access point) off and on.
4. Call your home network broadband provider to verify that your network is currently up and online.

If you still cannot connect after attempting all these steps, contact your corporate Help Desk or System Administrator.

Ever since I installed E360, I can't connect to WiFi through Windows anymore, why?

While the E360 user interface is running, you cannot initiate a new connection through Windows Network Connection. When you close the E360 user interface, control returns to the Windows Network Connection.

How does E360 interact with Microsoft Windows?

Extend360™ imports all the profile settings that Microsoft Windows uses for setting up your wireless network configuration. If you are able to make a wireless connection in Windows, you should already have the necessary settings to connect to WiFi when logging into E360. Conversely, if you are not able to connect via Windows, or the Windows Wireless Networking Utility is active when attempting to make an E360 WiFi connection, these applications are conflicting. See *Conflicting Applications* for some tips on how to repair this conflict.

How does closing my laptop affect my wireless signals?

Before you close your laptop to put it in "sleep" mode for any purpose, we recommend you disconnect from your session and close the E360 user interface. This ensures that you won't lose any work you may have in progress because you will save it when you close your applications. You will also have a clean disconnect from your wireless signal, as opposed to a time out condition, which can interfere with reconnecting within a limited period of time. Restarting your computer clears out the signal and refreshes your wireless signal list so you should not see "old" signals that are not valid.

WiFi Error Messages

You can receive following error messages when you are trying to connect to a wireless signal:

- *"The signal is no longer available. Please try to connection again, try another signal or alert the venue owner."*
- *"Service temporarily unavailable or wireless card error. Please check card status or re-enable the card and try again. "*
- *"Unable to obtain IP address. If you see this error after trying to connect again, please contact the hotspot location administrator to verify location functionality."*
- *"Invalid Username and/or Password. Please verify your credentials and try again. "*
- *"A network error occurred while attempting to authenticate your connection. Please try again in a few moments."*
- *"A network error occurred while attempting to complete your authentication. Please try again in a few moments."*

The first three errors can occur in any wireless venue (home, corporate, or public login); the last three will only occur if you are attempting to log in at a public venue. Follow the instructions provided by the error messages and you can also:

1. Close the E360 user interface
2. Restart your computer

If you are still experiencing difficulties connecting, contact your corporate Help Desk or System Administrator.

Creating a Mobile Data Connection

A **Mobile Data Connection** (also known as cellular) allows you to transmit information over the airwaves through a cellular provider's transmitter. This type of connection provides a high speed data connection *without* the need for a wire. You can make this connection if your corporate IT department allows such access and your computer is equipped with a mobile data device.

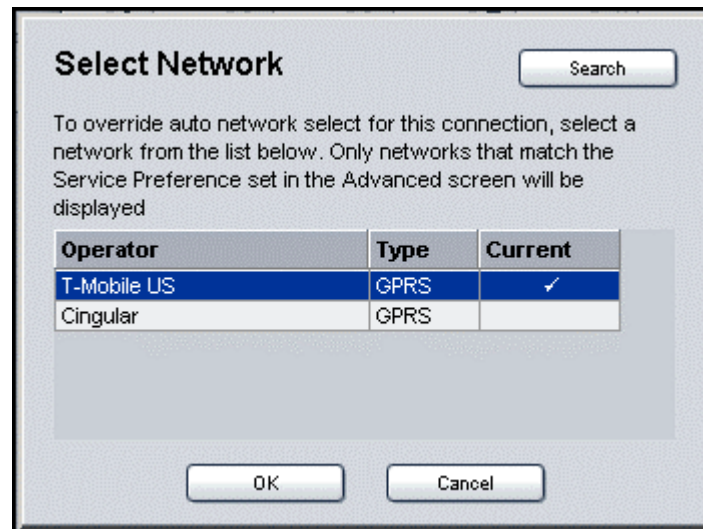
Note: The **Mobile Data** indicator turns **black** when a compatible mobile data device and a valid signal are detected. Extend360™ accepts 3G cards, but may not recognize all mobile data devices. Check with your corporate Help Desk for the appropriate device compatibility.

To create a Mobile Data Connection, follow these steps:

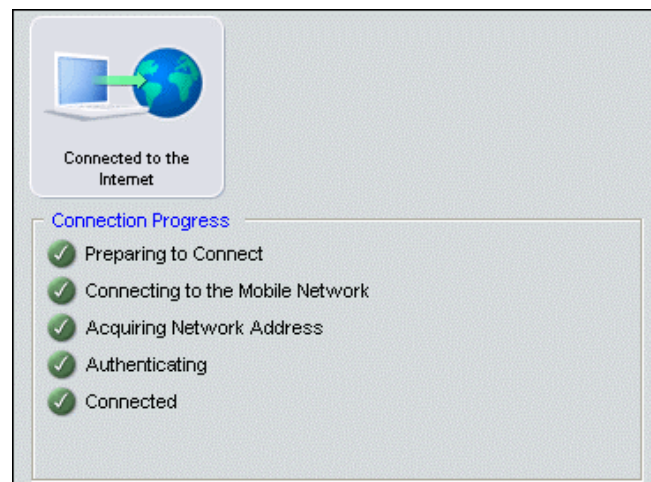
1. Click the **New Connection** tab. The **New Connection** screen is displayed.
2. Click the **Mobile Data Connection** icon. The **New Connection – Mobile** screen is displayed.



3. If the **Select Network** button is present, you can manually select your choice of network. For example, there may be financial advantages for connecting to one network over another, as well as data connectivity quality or support issues involved with choosing specific networks.

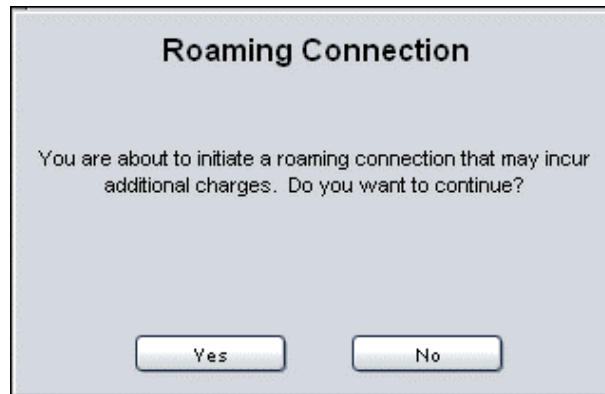


4. The **Mode** indicator shows whether your card can be set **Manually**. If the card does not allow you to change the setting it will display as **Locked** and you cannot manually select a connection. (When the card's SIM is locked it will also display as Locked and you can unlock it by following the instructions under *Using the GSM PIN Security Feature*.) If the card allows you select a connection, it will show **Automatic** and you can click on the **Select Network** button to change it to **Manual**. This will display a listing of the available networks from which you can choose the one to which you wish to connect. You can also let the system automatically connect without making any changes. **Note:** To return to **Automatic** mode from **Manual** mode, shut down the user interface and bring it back up again.
5. Click the **Connect** button. A pop up credentials box is displayed.
6. Enter your credentials information in the pop up credentials box. See *Entering Credentials* for more information about completing this screen.
7. Click the **OK** button.
8. A **Connection Progress** box is displayed that shows the success or failure of the login. Mobile Data connections must connect to the mobile network, acquire a Network Address, and authenticate before connecting, which is shown in the Connection Progress display. In the event of connection failure, an appropriate message is displayed to assist in making the connection successful in the next attempt.



9. The **Status** tab is displayed when your computer attempts to establish a connection with your company's corporate network. If the connection is successful, all three **Status** indicators at the bottom of the **Extend360™ Application** window are **green**. The network signal strength is displayed, along with the Network, Profile, Device, and whether you are roaming.

Note: If your only available signal is Roaming, a warning will display, indicating that you may incur additional charges and asking if you wish to continue. You can choose not to continue if you do not wish to pay for a roaming connection.



Note: If your Mobile Data device is not associated with a network provider, a warning will display that there are no available networks.



Automatic Connection Switching

The **Preferences** menu provides the **Connection Switching** option, which allows you to enable **Automatic Connection Switching** feature that causes Extend360™ to continuously search for the best transport connection even if you are actively connected. Mobile data connections are supported in this feature. See *Automatic Connection Switching* for more details.

Application Conflicts

The connectivity software that was provided by your mobile data carrier may have been needed to activate the card and perform some maintenance functions. Some cards have monitoring software and other non-essential background programs used for monitoring purposes that can be disabled. Running this external software while Extend360™ is active could cause compatibility issues that may damage your mobile data device's ability to operate properly.

The **Application Conflicts** feature allows you to manage these third party **Mobile Data** applications that may disrupt E360's interaction with a Mobile Data device. Conflicting applications can be disabled for the duration of the Extend360™ session and restarted after the E360 User Interface shuts down.

If you have the Mobile Data transport icon appearing on your system, when Extend360™ initializes, you will be prompted to enable Application Conflicts. Choose from the following options:



- Automatically resolve all conflicts without prompting
- Allow conflicts without prompting
- Always prompt for conflict resolution (*This option is the default*)

The **Preferences Menu** contains the **Prompt for Application Conflicts** menu item, which allows you to manually turn off the Application Conflicts feature.

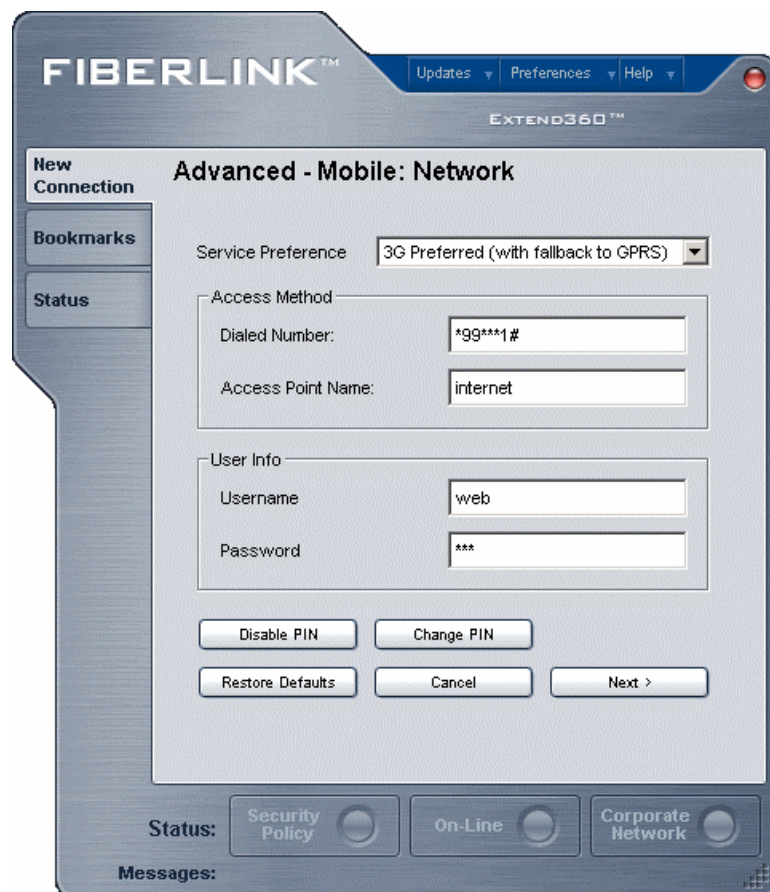
Note: If you use the **Prompt for Application Conflicts** menu item to turn off this feature, you must go back through the menu item to turn it back on. Also, if you choose the first two options from the list above, if you wish to return to the default conflict resolution, you must also use the **Preferences** menu item.

After the **initial scan**, Application Conflicts continues to run in the background as long as the Extend360™ User Interface is running.



Advanced Settings for Your GSM Mobile Card

Advanced Mobile Data settings apply for GSM technology-based cards only (including GPRS, EDGE, and UMTS / wCDMA). Pressing the **Advanced** button on the **New Connection - Mobile** screen displays the **Advanced - Mobile: Network** screen.



The **Service Preference** drop down allows users to select the type of connection to user from the following list:

- 3G Only
- 3G Preferred (with fallback to GPRS)

- GPRS Only
- GPRS Preferred (with fallback to 3G)

Note: These connection types are used primarily in Europe.

The **Access Method** fields for **Access Point Name** and **Dialed Number** require you to supply an APN and a phone number in order to connect. These values are supplied by your mobile data device's carrier. You must also enter the username and password that was supplied by your carrier.

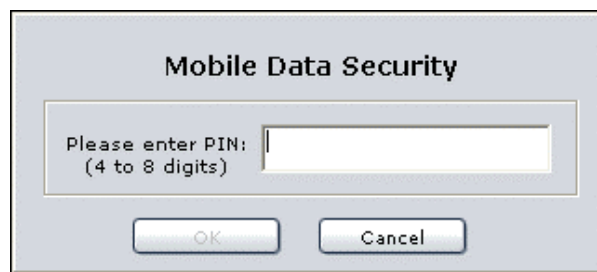
Using the GSM PIN Security Feature

Note: The GSM PIN Security Feature is only available for GSM Mobile Devices.

Most GSM cards allow you to enable a 4 to 8 digit PIN number that lets you lock the SIM chip. When enabled, your mobile data device cannot be used without entering the PIN after the card has been removed or your laptop has been powered off with the card in place. Some cards ask for the PIN every time Extend360™ is started.

To enable the GSM PIN number:

1. Press the **Enable PIN** button to display the **Mobile Data Security** box.



2. Enter the card's 4 to 8 digit PIN number.

Note: The card comes with a pre-set PIN number, which you can change. Many cards come with a factory default PIN of 0000; however, refer to your card's manufacturer's documentation for the initial PIN code.

3. Press **OK** to enable the card's security.

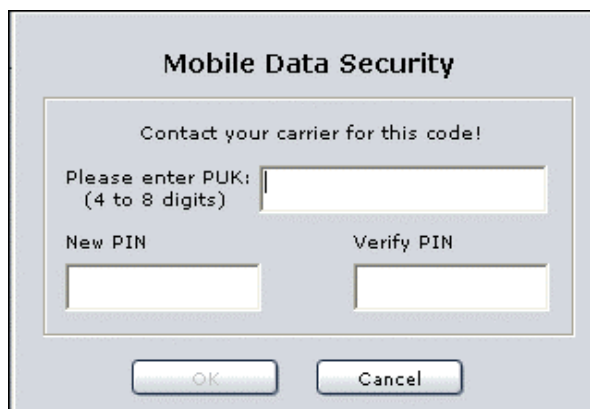
Note: If the PIN number is entered incorrectly three times in a row, the card locks and a **PUK code** must be entered to unlock it.



For security purposes, you must contact your card's carrier to obtain the PUK code to unlock the card. If a PUK code is entered incorrectly ten times, the SIM will be permanently disabled and it cannot be used again.



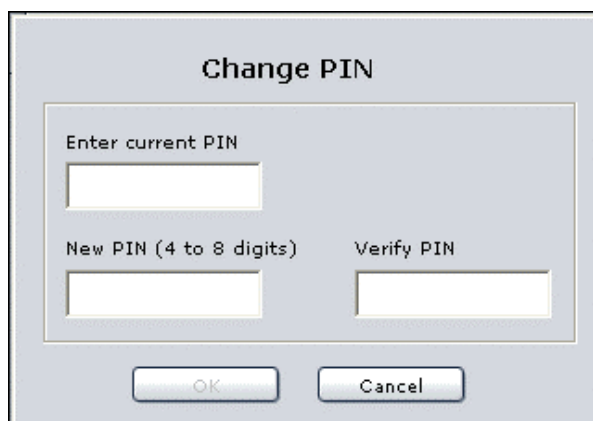
Once you enter the correct PUK code, you are asked to enter a new PIN number of your own choice and to verify it.



Be sure to remember your new PIN number.

To change the GSM PIN number:

1. Press the **Change PIN** button to display the **Change PIN** screen.



2. Enter the current PIN number in the top field.
3. Enter the new number in the **New PIN** field on the left.
4. Enter the new number again in the **Verify PIN** field on the right.
5. Press **OK** to enable the new PIN number.

If you entered any of the numbers incorrectly in the **Verify PIN** field, the previous invalid PIN error message is displayed.

To disable the GSM PIN number:

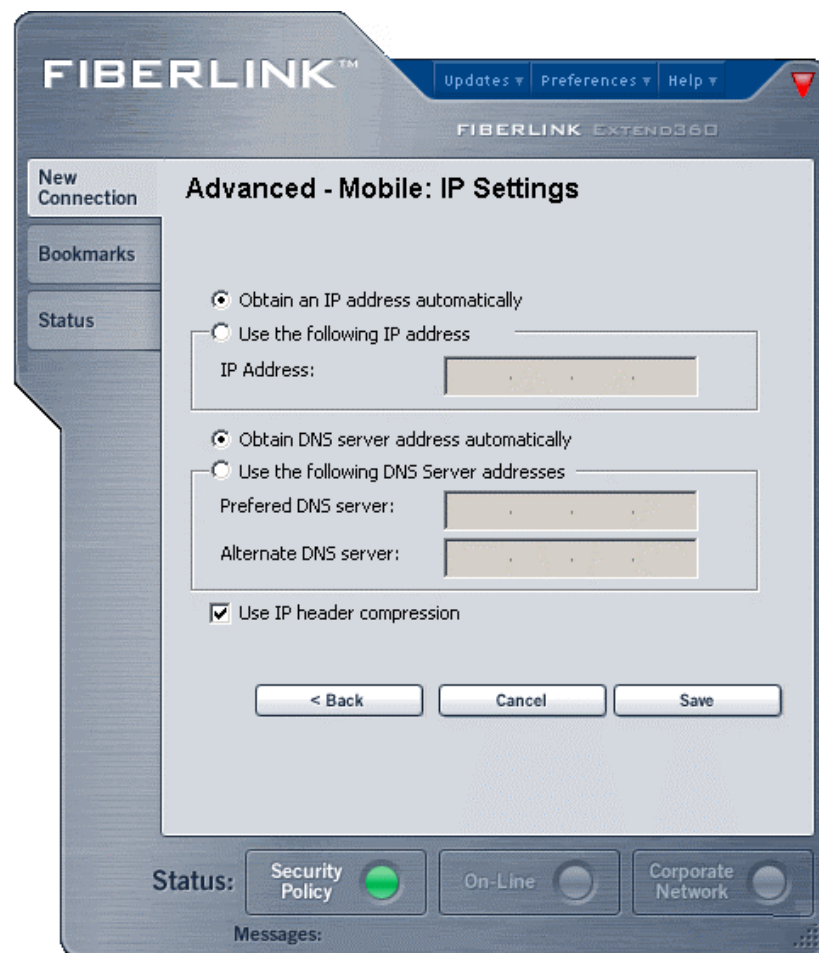
1. Press the **Disable PIN** button to display the **Mobile Data Security** box.
2. Enter the card's 4 to 8 digit PIN number.
3. Press **OK** to disable the card.

Disabling the PIN security on your GSM card removes all security on it.

Note: Be sure to use the same PIN number when you disable the PIN as when you enable it.

The buttons across the bottom of the **Advanced – Mobile: Network** screen are as follows:

- Selecting **Restore Defaults** restores all of the *profile information* with the original values from the network profiles for the current mobile data device's carrier.
- Selecting **Cancel** cancels the profile and returns to the New Connection screen.
- Selecting **Next>** displays the **Advanced - Mobile: IP Settings** screen.



The **Advanced - Mobile: IP Settings** screen allows you to set up your **IP address**, **DNS settings**, and **IP header compression settings**. These controls work identically to the advanced network properties in Windows™ networking.

- Choose between obtaining your **IP address** automatically or entering one that you supply.
- Choose between obtaining your **DNS server address** automatically or entering preferred and alternate DNS server addresses that your mobile data device's carrier supplied.
- Check the box that indicates whether you want **IP Header Compression**.
- Selecting **<Back** returns to the **Advanced - Mobile: Network** screen.
- Selecting **Cancel** cancels the profile and returns to the New Connection screen.
- Selecting **Save** saves the profile and returns to the New Connection screen.

GSM Mobile Card Profile Information

Mobile devices that support one or more of the GSM technologies (GPRS, EDGE, UMTS/W-CDMA) require information called a **profile** to create a connection to the network. This profile information is accessed through the Advanced Settings as detailed in the previous section.

The information in a profile required to connect includes the following:

Access Point Name (APN)	Name of the server to which a connection is made
Username and Password	Credentials used to connect to the network
Dialed Number	Phone number to dial
IP Configuration	Whether to obtain an IP address automatically or use a specific IP address when connecting to the network
DNS Configuration	Whether to obtain DNS information automatically or use a specific primary and secondary DNS server
IP Header Compression	Whether to use IP header compression

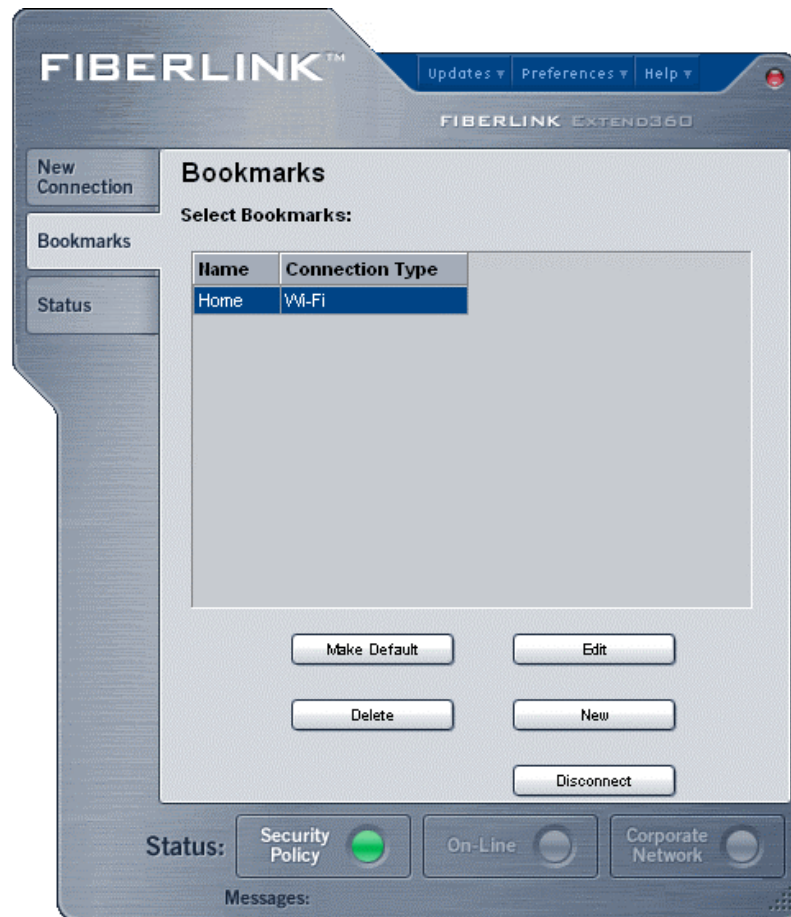
Each mobile data carrier uses a different profile to connect to its network. Some carriers use more than one profile, depending on how the GSM device is configured. Extend360™ is packaged with default profiles for a wide range of GSM carriers. When a new GSM device is inserted into Extend360™, it is automatically associated with the default profile for the device's carrier, if one exists. If the default profile is correct for this GSM device, you can connect to the network without any further configuration.

If the default profile for a device's carrier is not correct for this device, or if no default profile exists for the device's carrier, you must modify the profile in Extend360™ by using the **Advanced** button on the **New Connection - Mobile** screen. You can find the information by either calling the device's carrier or by looking at the profile information stored in the software that came with the device.

Once you set the profile and advanced network settings for your carrier and device, this information is stored and is recalled each time you insert that device into your computer for connecting.

About Bookmarks

Bookmarks allow you to store connection information under a name that you define so that future connections can be established with a few clicks of your mouse.

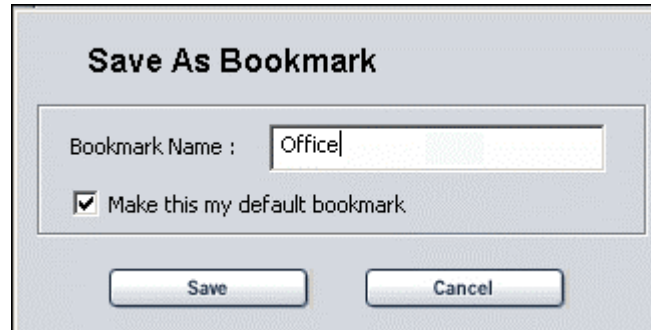


Extend360™ provides the following methods to create a **Bookmark**:

- *Saving a Connection as a Bookmark* from a **New Connection** screen.
- *Creating a New Bookmark* from the **Bookmark** tab.

Saving a Connection as a Bookmark

All of the **New Connection** screens contain the **Save as Bookmark** button, except Mobile Data.



This button allows you to save connection information that you entered on the **New Connection** screens. This saves you the time of having to re-key the information every time you connect.

To save a connection as a Bookmark, follow these steps:

1. Click the **Save as Bookmark** button from one of the **New Connection** screens.
2. Enter a **Name** for the **Bookmark** and indicate whether you want this **Bookmark** to be your **Default Bookmark** by checking the **Make this my default bookmark** checkbox.
3. Click the **Save** button to create the **Bookmark** or click the **Cancel** button to cancel creating the new **Bookmark**.

Note: When you click the **Save as Bookmark** button, Extend360™ performs several checks (for example, making sure all the required connection information was entered correctly) before displaying the **Save as Bookmark** pop-up window.

Note: Mobile Data connections do not provide a bookmark option.

Once created, **Bookmarks** can be viewed, edited, deleted or used to establish a connection. You can also designate a **Bookmark** as your **Default Bookmark** to quickly establish a connection from the **Bookmark** tab.

Creating a New Bookmark

A **Bookmark** is typically created through the **New Connection** tab (see *Saving a Connection as a Bookmark*.) However, **Bookmarks** can be created just as easily from the **Bookmark** tab because the same screens that are used to define a connection are also used to define a **Bookmark**.

To create a new Bookmark, follow these steps:

1. Click the **Bookmarks** tab to view all the **Bookmarks** you created.
2. Click the **New** button. The **New Bookmark** screen is displayed, defaulting to one of the connection types available to your computer.
3. Click the **Connection Type** to define a **Bookmark**. The information on the **New Bookmark** screen changes based on your selection.
4. Enter the appropriate connection information. Click the **Advanced** button to enter **Advanced** settings for the connection.

5. Click the **Save** button to finish creating your new **Bookmark**. Before saving your new **Bookmark**, Extend360™ performs several checks to be sure you entered a *unique **Bookmark** name* and that all of the connection information is entered properly. If any of these checks fail, the application prompts you with the appropriate corrective action.

Note: In order to designate a **Bookmark** as the **Default Bookmark**, click the **Mark this bookmark as the default** checkbox after giving the **Bookmark** a unique name.

Note: You can also create **Bookmarks** by clicking the **Save Bookmark** button in the desired Connection type. Mobile Data connections do not provide the Save Bookmark option.

Note: For WiFi, it is easier to create a **Bookmark** when the desired signal strength is present and displayed in the **Available Connection** box.

See the following topics for more details:

- *Viewing a Bookmark*
- *Editing a Bookmark*
- *Deleting a Bookmark*
- *Defaulting a Bookmark*
- *Connecting through a Bookmark*

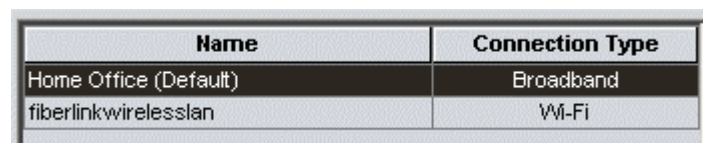
Viewing a Bookmark

Bookmarks allow you to create and store connection information so that future connections can be established with a few clicks of your mouse.

To view your **Bookmarks**, follow these steps:

Click the **Bookmarks** tab. The following information is displayed for each **Bookmark** that you created.

- **Name** (defined by you when creating a **Bookmark**)
- **Connection Type** (for example, Broadband, Dial-up, WiFi, and so forth.)



Name	Connection Type
Home Office (Default)	Broadband
fiberlinkwirelesslan	Wi-Fi

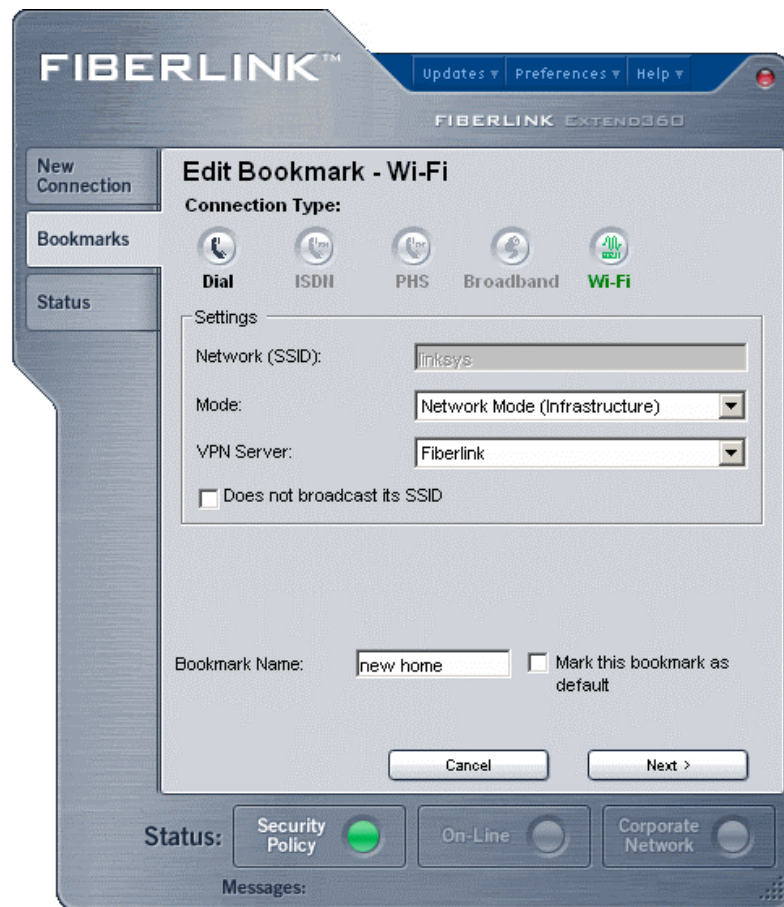
Note: You can also view your **Bookmarks** by right clicking the **Extend360™ Systray** icon and selecting **Bookmarks** from the pop-up menu.

Editing a Bookmark

To change the connection information associated with a **Bookmark**, edit it. The **Bookmark** screens contain the same information that you supplied when creating a new connection.

To edit an existing bookmark, follow these steps:

1. Click the **Bookmarks** tab to view all the **Bookmarks** you created.
2. Click a **Bookmark** in the list to highlight it.
3. Click the **Edit** button. This displays the appropriate screen, depending on the connection type of the **Bookmark**.



4. Edit the information you wish to change and click the **Save** button. A **Warning** pop-up window displays a notification that you are about to overwrite the existing **Bookmark**.
5. Click the **OK** button on the **Warning** pop-up window to save your changes.

Note: In order to designate a Bookmark as the default bookmark, click the Mark this bookmark as the default checkbox.

Deleting a Bookmark

To remove connection information stored as a **Bookmark**, delete it. Deleting the **Bookmark** permanently removes it from your computer.

To delete a Bookmark follow these steps:

1. Click the **Bookmarks** tab to view all the **Bookmarks** that you have created.
2. Click a **Bookmark** in the list to highlight it.
3. Click the **Delete** button. A pop-up window displays, asking you to confirm that you want to delete the selected **Bookmark**.
4. Click **Yes** to permanently delete the **Bookmark** from your computer. It will be removed from the list of **Bookmarks** displayed on the **Bookmarks** tab.

Note: Your corporate IT department may have pre-configured **Bookmarks** that cannot be deleted.

Defaulting a Bookmark

To designate an existing **Bookmark** as your **Default Bookmark**, select the **Bookmark** you want to designate and click the **Make Default** button.

Connecting through a Bookmark

To establish a connection through a Bookmark, follow these steps:

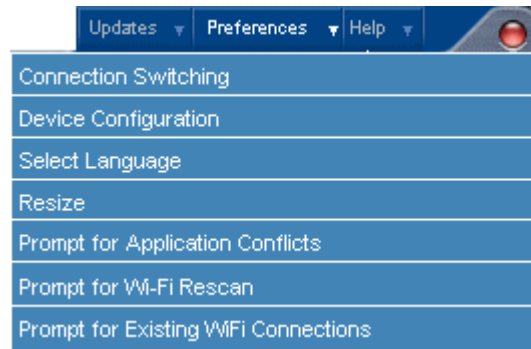
1. Click the **Bookmarks** tab to view all the **Bookmarks** you created.
2. Click the **Bookmark** through which you want to connect. The **Bookmark** is highlighted.
3. Click the **Connect** button. The pop up credentials box is displayed. This is where you enter your network/corporate **Username** and **Password**, if required. See *Entering Credentials* for more information.
4. Enter your credentials if your site does not have serious authentication. Then click on the **OK** button. This begins the connection process and displays the **Connection Progress** for the connection type you choose. .

Note: If you designated a **Bookmark** as your **Default Bookmark**, you can quickly connect through it by clicking the **Bookmark** tab, and then clicking the **Connect** button.

Note: You can log in using free or personal account information from some public wireless and broadband networks (such as those found at hotels, airports, coffee shops, and bookstores) by selecting the checkbox marked **Public Venue Login** on the pop up credentials box. For more details, see *Public Venue Login*.

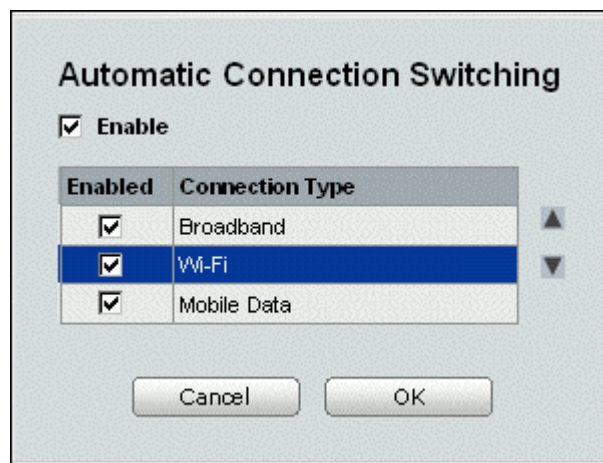
About Preferences

Extend360™ provides a Preferences menu that allows you to enable your roaming connection order, set your device configuration, make a language selection, change the size of the application window, and set the prompts for application conflict and WiFi rescan. To display the Preferences menu, move the cursor over the tab:



Connection Switching

The **Preferences** menu provides the **Connection Switching** option, which allows you to enable **Automatic Connection Switching** feature that causes Extend360™ to continuously search for the best transport connection even if you are actively connected. Mobile data connections are supported in this feature. See *Automatic Connection Switching* for more details.



Note: All possible connection types are presented in the Connection list. **Note:** You may not be able to connect through all of these connection types. Click the **New Connection** tab to view the active **Connection Types** for your computer.

Configuring Available Devices

Extend360™ determines the connection devices that are resident on your computer and automatically assigns each device to a connection method. For example, if your computer contains a Local Area Network (LAN) card, Extend360™ uses it anytime you attempt a Broadband connection.

There may be times when you need to manually configure your computer's devices instead of accepting the configuration automatically set by Extend360™. For example, a device that serves a dual-purpose (such as a combined LAN and modem card) may need to be configured manually as the connection method chosen by Extend360™ may not suit your purposes. To manually configure the connection devices available on your computer, follow these steps:

1. Click the **Preferences** tab located at the top of the **Extend360™ Application** screen.
2. Click the **Device Configuration** menu option. The **Device Configuration** screen is displayed with a table containing available connection devices versus connection methods. Available connection devices are listed on the left side of the table and the available connection methods are listed across the top of the table.

The screenshot shows a window titled "Device Configuration". Inside is a table with connection methods as columns and devices as rows. The methods are Dial, ISDN, PHS, Broadband, Wi-Fi, and Mobile Data. The devices listed are [00000010] Broadcom 440x 10/100 Integrated Controller, SoftK56 Data Fax, Available Network Connection, and Wireless-G PCI Adapter (Microsoft's Packet Scheduler). Checkmarks indicate current assignments: Broadband for the Broadcom controller, Dial for SoftK56 Data Fax, and Wi-Fi for the Wireless-G PCI Adapter.

	Dial	ISDN	PHS	Broadband	Wi-Fi	Mobile Data
[00000010] Broadcom 440x 10/100 Integrated Controller	☐	☐	☐	☒	☐	☐
SoftK56 Data Fax	☒	☐	☐	☐	☐	☐
Available Network Connection	☐	☐	☐	☐	☐	☐
Wireless-G PCI Adapter (Microsoft's Packet Scheduler)	☐	☐	☐	☐	☒	☐

At the bottom of the window are "Cancel" and "OK" buttons.

3. Click a checkbox in the table to assign a connection device to a connection method. For example, to assign a modem card to an ISDN connection method.
4. Click the **Save** button to save your configuration changes or click the **Cancel** button to cancel any configuration changes.

Note: Broadband, WiFi, and Mobile Data selections are not clickable because these devices are automatically detected and configured by Extend360™.

Selecting Your Language

Extend360™ is localized for Japanese, German, French, Simplified Chinese, and Traditional Chinese. You can change the user interface to display in any of these languages. See *Changing the Language for Using Extend360™* for instructions on how to do this.

Resizing the Extend360™ Application Window

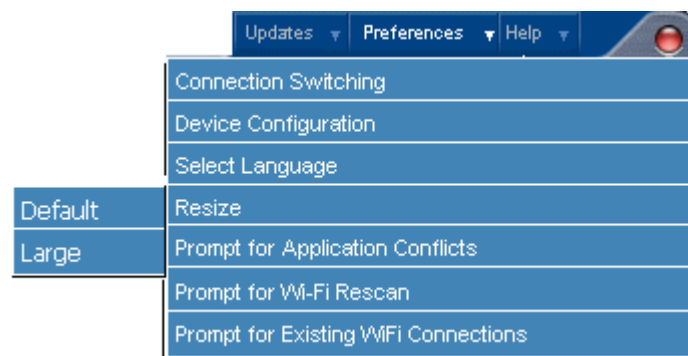
You can resize the Extend360™ application window two different ways: through menu options and by dragging the lower right corner. Extend360™ can also automatically pick a larger display size for you depending on the dpi you choose to display.

The **Preferences** menu on the top of the Application window provides a **Resize** option that has a drop down menu with the following options:

- Default** Displays the Extend360™ application window at its default size.
Large Displays the Extend360™ application window in a large size

To change the size of the Extend360™ application window, follow these steps:

1. Go to the Preferences menu.



2. Select the Resize option from the drop down menu.
3. Choose the option to which you wish to size the window.

Note: You can also click on the lower right corner of the Extend360™ application window and drag it until you make it the size you want it to be, larger or smaller. The lower right corner has a series of dots indicating it can be dragged to the size you want to make it, as shown below:



Prompt for Application Conflicts

The **Preferences Menu** contains the **Prompt for Application Conflicts** menu item, which allows you to manually turn off the Application Conflicts feature.

Note: If you use the **Prompt for Application Conflicts** menu item to turn off this feature, you must go back through the menu item to turn it back on. Also if you choose the first two options from the list above, if you wish to return to the default conflict resolution, you must also use the **Preferences** menu item.



Prompt for WiFi Rescan

The **Prompt for WiFi Rescan** on the **Preferences Menu** allows you to re-enable the WiFi rescan warning message if you had chosen to the option to disable it from the pop-up dialog box. See **WiFi Signal Rescan** for more information.



Prompt for Existing WiFi Connections

The **Prompt for Existing WiFi Connections** menu item on the **Preferences Menu** allows you to re-enable the warning that is displayed when you start the E360 user interface while already connected to an existing third party wireless connection manager. The display allows you to choose the option to turn off the warning; the menu item allows you to turn it back on.

About Uploading Logs

All logs are automatically uploaded during the update process. When troubleshooting, your corporate Help Desk or System Administrator may want you to upload another log.



The following instructions will help you upload additional logs:

- Uploading the User Experience Log

Uploading the User Experience Log

The **User Experience Log** (located locally on your computer) captures information about your connection (for example, when the connection was established, the speed of the connection, and so forth). This information is valuable in diagnosing connection problems and for collecting and reporting statistics about the usage of the application. Uploading the **User Experience Log** sends this information to a server at Fiberlink for use by the Help Desk.

To upload your User Experience Log, follow these steps:

1. Click the **Updates** menu located at the top of the **Extend360™ Application** screen.
2. Click the **Upload User Experience Log** menu option. This uploads your **User Experience Log** from your computer to a server on your corporate network. Status messages are displayed in the **Messages** field at the bottom of the **Extend360™ Application** screen.

Note: You must be connected to the Internet in order to upload your **User Experience Log**.

Help Menu

The Help Menu provides the following options:

- Index
- Activity Log
- Message History
- About Extend360™
- Compliance Results
- Help Caption (if your Help Desk has sent a message)
- WiFi Help

Viewing the Online Help

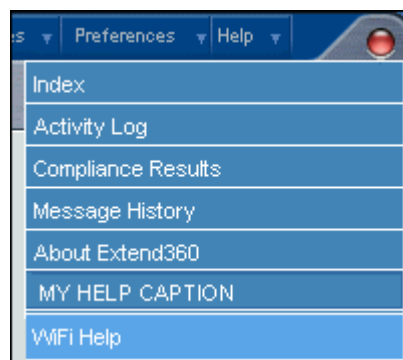
The **Online Help** feature provides detailed information about using Extend360™. Help for using your wireless networking or WiFi connection is now separated into a special standalone help menu so you can quickly access information from that menu item.

You can read the **Online Help** sequentially or use the Index to jump to a specific topic.

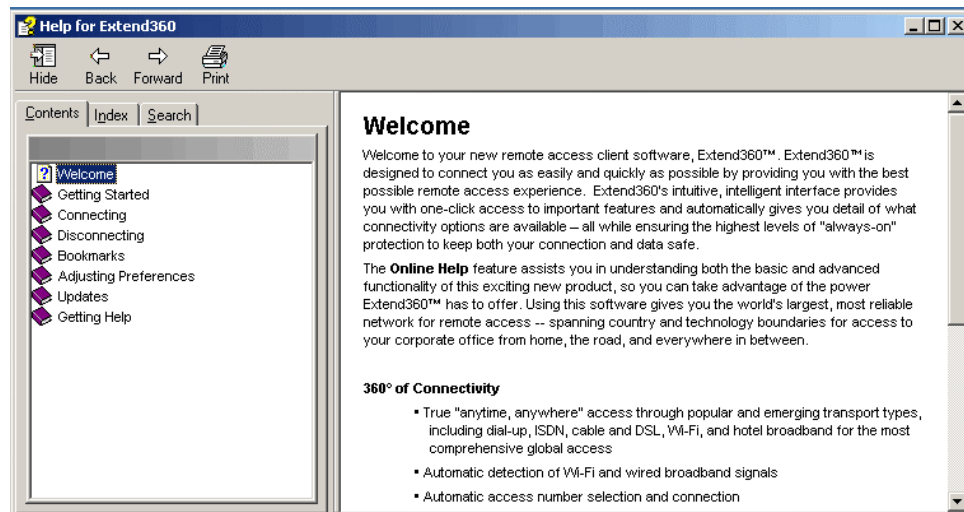
Note: If you are using Extend360™ in languages other than English, your Online Help will have a table of contents and search capabilities, but no index.

To view Online Help, follow these steps:

1. Click the **Help** menu at the top of the **Extend360™** application window.



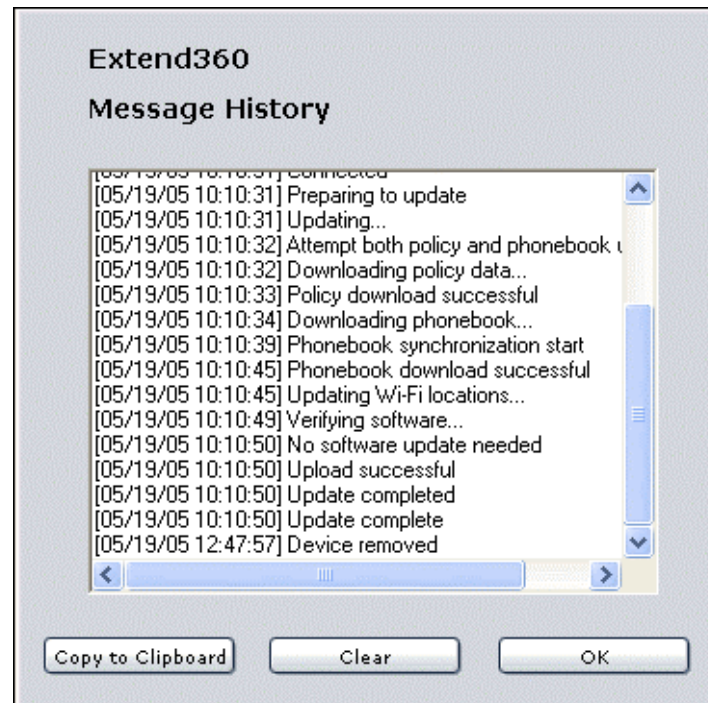
2. Click **Index**. **Online Help** is displayed in a separate window.



Note: Some users will not see online help until after completely logging into Extend360™.

Viewing the Message History

You can view **Message History** by accessing the **Help Menu** on the **Extend360™ Application** screen or by double-clicking on the Messages: line at the bottom of the main application screen.



This section is useful for troubleshooting because it shows the progression of states that Extend360™ passes through during the connection and updating process. You can copy this information and paste it into a document or Email it to your corporate Help Desk or System Administrator for additional assistance.

Viewing Compliance Results

The **Compliance Results** option under the **Help** menu on the Extend360™ application window displays compliance-related messages for EVM, firewall, anti-virus, and anti-spyware security features on the system. Compliance results can also be viewed by double-clicking on any out of compliance application on the **Status - More Detail** screen. This displays the Compliance Results for the specific application.

Compliance-related status messages may also appear on the **Status Line** at the bottom of the Extend360™ application window. These messages will be listed in the **Message History**. (Note that you can double-click on the **Messages:** line to bring up the Message History.)

Compliance Message

When the end point becomes compliant, the message “**Device in compliance**” appears.

If the end point goes out of compliance, then the “**Device out of compliance**” message is displayed. These messages only appear where the state of compliance changes.

The following **Status Line** messages are displayed when the end point is out of compliance and one of these termination policies is in effect:

”Access to the Corporate Network will be temporarily suspended while critical updates are being applied to your system. Please wait while we enhance the security of your system”

“Access to certain applications will be temporarily restricted while critical updates are being applied to your system. Please wait while we enhance the security of your system”

“The connection is not allowed because your device is out of compliance”

If an out of compliance state has caused the client to disconnect, the **Security** state on the More Details screen will be a stop sign and the light at the bottom of the screen will be **red**. Depending on your site's policy settings, one or more out of compliance devices may cause your connection to be terminated. In some cases, an out of compliance state can cause the **Security** state to be a **yellow yield sign**, which indicates a problem, but the client will not disconnect and the bottom light stays green. Contact your corporate Help Desk or System Administrator if you cannot reconnect due to compliance errors or if an out of compliance condition persists.

Viewing the Activity Log

The **Activity Log** provides you with a history of your connections. This information is valuable in assisting your Help Desk or System Administrator in tracing issues with your connection.

To view the Activity Log, follow these steps:

1. Click the **Help** menu at the top of the **Extend360™ Application** screen.
2. Click the **Activity Log** option. The **Activity Log** screen is displayed presenting log entries dated in descending order by date and time.

Activity Log

Date	Time	Event	Duration	Result	Session ID
2006-08-02	11:34:46	ethernet	0:17:56	successful	00007
2006-08-02	11:57:38	ethernet		failed	00008
2006-08-02	12:12:36	ethernet		failed	00009
2006-08-02	12:59:16	ethernet		failed	00010
2006-08-02	12:59:18	PolicyEvent			00010
2006-08-02	13:00:56	ethernet		failed	00011
2006-08-02	13:14:04	ethernet	0:01:57	successful	00012
2006-08-02	13:36:59	wifi	0:45:16	successful	00013
2006-08-02	14:48:29	wifi		failed	00014
2006-08-02	15:10:08	ethernet	0:00:26	successful	00015
2006-08-02	11:33:58	cellular		failed	00006
2006-08-02	11:26:38	cellular		failed	00005
2006-08-02	11:13:32	cellular		failed	00004
2006-08-02	11:12:29	cellular		failed	00003
2006-08-02	11:12:00	cellular		failed	00002
2006-08-02	11:09:39	cellular		failed	00001

3. To see the details of any log item, highlight it and click on the **Next>** button to display a details page.

Activity Log - Detail

connectionStatus

appPolicyEnforcement

Name	Value
eventType	connectionStatus
sessionID	00010
statusDateTime	2006-08-02T12:59:19
status	disconnect
dataThroughput	
errorCode	-115

4. To return to the **Activity Log** list, click on the **<Back** button. To exit, click on the **Cancel** button.
5. You can also copy the contents of the Activity Log list to the clipboard so you can save it to a spreadsheet. Click on **Copy to Clipboard** to do this.

Viewing Your Help Desk Contact Information

You can view **Help Desk** information by accessing the **Help** menu on the **Extend360™ Application** screen. This menu item displays the necessary contact information in order to get additional support from your corporate IT department. Your corporate Help Desk may display a Help Caption option in the Help Menu. Clicking on the Help Caption option displays the Help Message on your screen. Click OK to close the message.

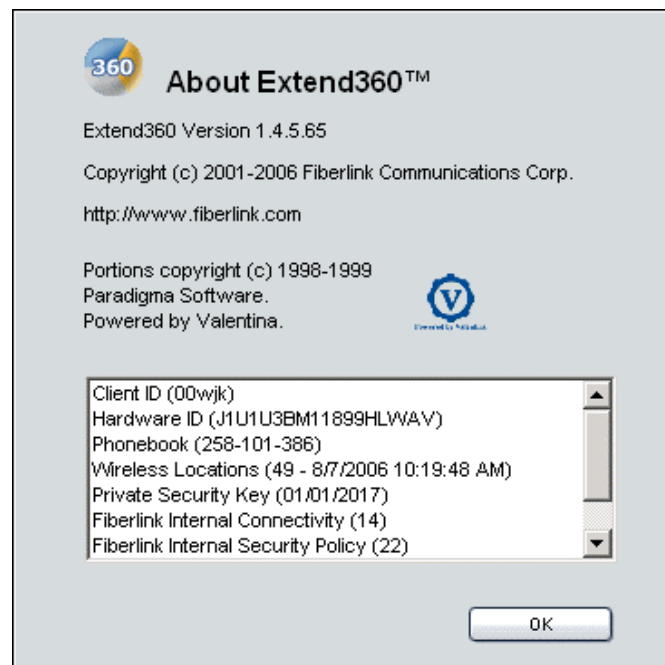


Viewing Version and Copyright Information

The **About** screen provides you with detailed version and copyright information for Extend360™. Your System Administrator and Help Desk employees can use the version information to resolve issues associated with your copy of Extend360™.

To view version and copyright information, follow these steps:

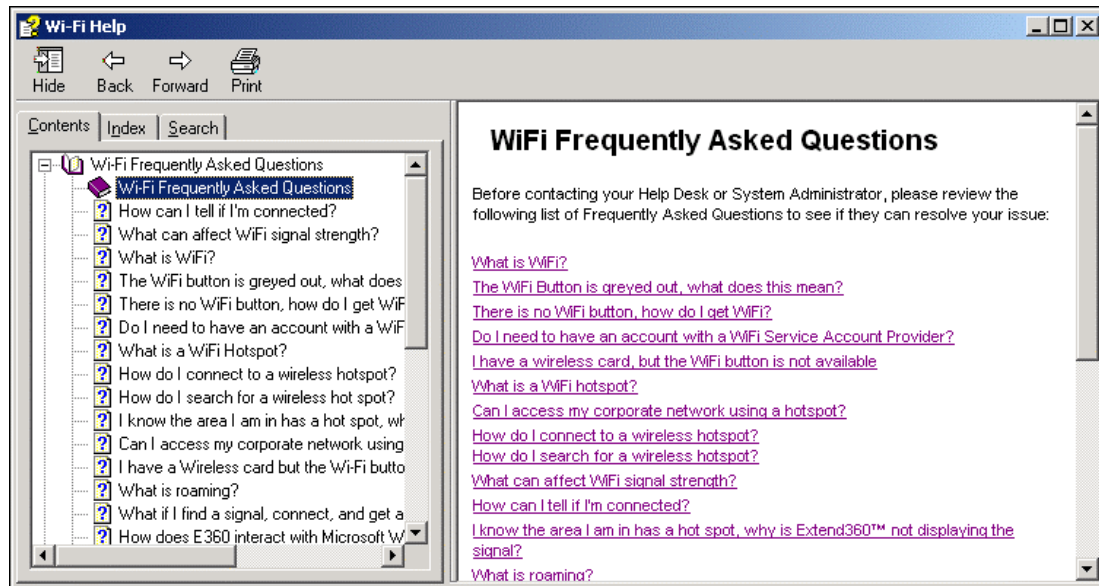
1. Click the **Help** menu at the top of the **Extend360™ Application** screen.



2. Click **About**. The version and copyright information for Extend360™ is displayed along with other information about the application.

Viewing WiFi Help

The WiFi Help menu item provides quick access to information to help you resolve your wireless network connection questions and problems. Clicking on the WiFi Help menu item takes you to the WiFi Help, which opens with Frequently Asked Questions about WiFi:



As with E360 Online Help, you can search for the information you need within the topic of wireless networking in the WiFi Help. You can also read through the help for instructions for making WiFi connections, setting up WiFi bookmarks, finding WiFi hotspots, and troubleshooting WiFi problems.

Frequently Asked Questions

Before contacting your Help Desk or System Administrator, please review the following list of Frequently Asked Questions to see if they can resolve your issue:

Where do I enter my Username and Password?

Your **Username** and **Password** are entered on the **pop up credentials** box that is displayed when you click on the **Connect** button found on every New Connection screen for every connection type.

See the following topics for more information:

- *Creating a WiFi Connection*
- *Creating a Mobile Data Connection*
- *Creating a Broadband Connection*
- *Creating an ISDN Connection*
- *Creating a Dial Connection*
- *Creating a PHS Connection*
- *Connecting through a Bookmark*
- *Entering Credentials*

What is my Username and Password?

Your Extend360™ **Username** and **Password** should have been supplied to you by your corporate Help Desk or IT department. Contact them if you do not know your **Username** and/or **Password**.

In which languages can Extend360™ be displayed?

Extend360™ can be displayed in six languages: English, Japanese, German, French, and both Traditional and Simplified Chinese. Your system administrator will determine the languages that are available for display on your system. If your machine's operating system is set to display one of these languages, it will automatically display if your system administrator allows it. For instructions on how to change the display to show your language, see *Changing the Language for using Extend360™*.

How do I choose a number?

There is no need to choose a dial number because Extend360™ automatically chooses one for you based on the location and/or phone number criteria that you entered on the **New Connection – Dial** or **New Connection -- ISDN** screens. When you want to manually choose your phone number, click the **Phone Book** button, which is displayed on both the **New Connection – Dial** or **New Connection -- ISDN** screens.

See the following topics for more information:

- *Creating a Dial Connection*
- *Creating an ISDN Connection*
- *Manually Selecting Phone Numbers*

How do I choose multiple numbers?

The Extend360™ **Phone Book** screen allows you to manually select the phone numbers to be used when making a **Dial/ISDN Connection**. The list of available phone numbers can be sorted by **Country**, **City**, and **State** or **Country**, and **Phone Number**.

See the following topics for more information:

- *How Do I Choose a Phone Number?*
- *Manually Selecting Phone Numbers*

How do I choose an ISDN Number?

An ISDN number can be chosen as part of establishing a new **ISDN Connection** through the **New Connection – ISDN** screen.

See the following topics for more information:

- *Creating an ISDN Connection*
- *How do I choose a Phone Number?*
- *Manually Selecting Phone Numbers*

How do I choose a PHS number?

A PHS number can be chosen as part of establishing a new **PHS Connection** through the **New Connection – PHS** screen.

See the following topics for more information:

- *Creating a PHS Connection*
- *How Do I Choose a Phone Number?*
- *Manually Selecting Phone Numbers*

How do I set up a Bookmark?

A **Bookmark** can be set up through the **Bookmark** tab or as part of creating a new connection through the **New Connection** tab.

See the following topics for more information:

- *Creating a New Bookmark*
- *Saving a Connection as a Bookmark*

How do I edit a Bookmark

A **Bookmark** can be edited through the **Bookmarks** tab. See *Editing a Bookmark* for more information.

How do I update my Bookmark if the number I was using is removed?

This is done automatically when the **Phone Book** is updated. Since the **Bookmark** remembers your location information and numbers you do not want to use, any **Phone Book** changes automatically result in a useful **Bookmark**.

Where can I edit my dialing rules?

Extend360™ automatically configures your dialing rules for you. However, if you need to manually edit these rules this can be done through the **New Connection – Dial**, **Bookmarks – Dial**, and/or **Advanced – Dial** screens.

See the following topics for more information:

- *Creating a Dial Connection*
- *Creating a New Bookmark*
- *Editing a Bookmark*
- *Advanced Dial Settings*

I have multiple modems, how do I pick the one I want to use?

You can select the modem that you want to use for a Dial Connection through the **Advanced – Dial** screen or the **Device Configuration** screen.

See the following topics for more information:

- *Advanced Dial Settings*
- *Configuring Available Devices*

How do I create a calling card entry?

A calling card entry can be created through the **Advanced – Dial** screen.

See the following topics for more information:

- *Advanced Dial Settings*
- *Adding a Calling Card*

How do I modify or delete a calling card entry?

A calling card entry can be created through the **Advanced – Dial** screen.

See the following topics for more information:

- *Advanced Dial Settings*
- *Editing a Calling Card*
- *Deleting a Calling Card*

I need to dial a 9 (or other prefix), where do I enter it on the client?

A Dial Prefix can be selected or entered through the Dial Prefix field on the **New Connection – Dial** screen. See *Creating a Dial Connection* for more information.

How do I know the number I am dialing is local?

Extend360™ uses its **LCI (Local Call Information)** tables to find a local phone number based on the location and/or phone number information provided by you during the creation of a **New Dial Connection**. If you want to manually choose your phone numbers you can do so through the **Phone Book** screen.

See the following topics for more information:

- *Creating a Dial Connection*
- *Manually Selecting Phone Numbers*

Note: When traveling to an unfamiliar area, it is always a good practice to check with the local phone company to be sure that a call is local and that hotel charges do not apply.

I cannot find a local number, what do I do?

If you cannot find a local number, use the **Phone Book** screen to check for **toll-free** phone numbers. See *Manually Selecting Phone Numbers* for more information.

Note: When traveling to an unfamiliar area, it is always a good practice to check with the local phone company to be sure a call is local and to make sure that hotel charges do not apply.

Note: Not all toll-free numbers are *free of charge*, depending on your country and location. Some may have local access fees.

How do I connect to a Broadband connection

A **Broadband Connection** can be created through the **New Connection – Broadband** screen. See *Creating a Broadband Connection* for more information.

Note: Be sure your Ethernet cable is connected to your computer before attempting to create a Broadband connection. If you are using wireless Broadband, see *How Do I Connect to a Wireless Hot Spot?* for more information.

What does the Advanced button on the WiFi Connection Type do?

The **Advanced** button located on the **New Connection – WiFi** and **Bookmark – WiFi** screens allows you to change advanced settings related to a WiFi connection. See *Advanced WiFi Settings* for more details.

I know the area I am in has a hot spot, why is Extend360™ not displaying the signal?

Extend360™ may not be displaying the signal for a number of reasons. Here are some troubleshooting tips for this issue:

- There may have been a change in the hot spot at that location. Make sure you have the latest **Phone Book** updates. See *Getting Phone Book, Policy, and Software Updates* for more information.
- You may be in an area where the hot spot does not reach (otherwise known as a dead zone). See *Finding a WiFi Hot Spot* for information on finding a hot spot in your location.
- Your WiFi card may not have the latest drivers or may not be installed properly. Check with your corporate Help Desk or System Administrator for assistance.

How do I search for a wireless hot spot or hotel Broadband connection?

You can find a wireless hot spot or Broadband location through the **Find a Location – WiFi** screen or the **Find a Location – Broadband** screen.

See the following topics for more information:

- *Finding a WiFi Hot Spot*
- *Finding a Broadband Location*

How do I determine the version of software I am using?

The **About Extend360™** screen provides version information about the Extend360™ software. See *Viewing Version and Copyright Information* for more detail.

How do I know my Phone Book is up to date?

The **About Extend360™** screen provides version information about the **Phone Book**. Use this **version number** when contacting your corporate Help Desk or System Administrator so they can determine if you have the latest version of the **Phone Book**. See *Viewing Version and Copyright Information* for more details on obtaining the **Phone Book** version number.

How often will my Phone Book be updated?

The **Phone Book** will be updated when you make a successful connection. Fiberlink pushes **Phone Book** changes out at least once a month.

The Security Policy Indicator is green, what does this mean?

If your computer meets the appropriate anti-virus, EVM, and application level security criteria set by your corporate IT department, the **Security Policy Status** indicator will be **green** and you can proceed with your network connection. See *Understanding the Status Indicators* for additional information.

The Security Policy indicator light is red, what does this mean?

A **red** indicator indicates that you have one or more violations of the policy, and cannot connect. Issues such as certain security software that is not actively running on your computer, protection files that are out of date, or disallowed applications running on your computer could cause violations. See *Understanding the Status Indicators* for additional information.

The Security Policy indicator light is grey, what does this mean?

A **grey** indicator means that functionality is not enabled in your version of Extend360™. Do not be concerned with this icon. Continue as normal. See *Understanding the Status Indicators* for additional information.

The On-Line indicator light is green, what does this mean?

A **green** indicator means that you are currently connected to Extend360™ and have an authenticated Internet connection. See *Understanding the Status Indicators* for additional information.

The On-Line indicator light is grey, what does this mean?

A **grey** indicator means that you do not have an authenticated Internet connection. See *Understanding the Status Indicators* for additional information.

The corporate network indicator light is green, what does this mean?

A **green** indicator means that you are currently connected to your corporate network through a secure VPN session. See *Understanding the Status Indicators* for additional information.

The corporate network indicator light is grey, what does this mean?

A **grey** indicator means that you are not currently connected to your corporate network. This occurs for one of the following reasons:

- Extend360™ is still negotiating the connection and/or is in the process of connecting to your corporate network.
- Extend360™ is still in the process of disconnecting.
- You need to manually click the **Corporate Connect (VPN)** button on the **Status** screen to launch and connect to your corporate network.

See *Understanding the Status Indicators* for additional detail.

I have a Wireless card, but the WiFi button is not available

Try the following troubleshooting tips to resolve this issue:

- Check to make sure your wireless card is inserted into the correct slot on your computer.
- Verify that the wireless card has the latest drivers and is being identified by your computer.
- Try removing and re-inserting the card from your computer.

If you still have a problem, contact your corporate Help Desk or System Administrator for assistance.

My Mobile Data button is black, but the Network and Profile read Unknown

These indicators are unknown because your mobile data card may be used on various networks, and it is not possible for Extend360™ to determine which is the default for the card. If the signal strength is indicated, and the **Home** indicator is present, you should be able to successfully connect.

How do I know what policies are being enforced on my computer?

A **green** light in the **Security Policy Status** indicator shows that the anti-virus policies are being enforced. If you have a **red** indicator, check the **Status – More Detail** screen to see if anything is listed as inactive. See *Getting Detailed Connection Status* for more information.

You may want to check the **Activity Log** to assist in troubleshooting the **Security Policy Status** indicator. See *Viewing the Activity Log* for more information.

Note: Your company controls additional policies and you should contact your corporate Help Desk or System Administrator for additional information.

What does Manual Update do?

The **Manual Update** option allows you to get an update immediately if you are already connected to the Internet. See *Getting Phone Book, Policy, and Software Updates* for more information.

How do I exit Extend360™?

You can only exit Extend360™ through the **Extend360™ Systray** icon located in the **Windows Task Bar** at the lower right corner of your desktop. See *Exiting Extend360™* for more information.

Note: Clicking the red “V” on the top right corner of the **Extend360™ Application** screen does not exit the application; it minimizes the **Extend360™ Application** screen to the **Systray**, so you can remain connected or easily initiate a connection.

I have a message saying “Extend360 Agent Not Running” in the Messages section of Extend360. What does this mean?

This error message is generated when the **Extend360™Service Manager** is not running on your computer. To resolve this error, reboot your computer. If the problem persists, contact your corporate Help Desk or System Administrator.

I am unable to connect to a phone number. What might be wrong?

Try the following troubleshooting tips in order to resolve this issue:

- Verify that you have a dial tone and are entering the *correct* **Username** and **Password**.
- Make sure that you have appropriate dial prefixes entered as needed.
- Try to connect to another number.

Contact your corporate Help Desk or System Administrator if you are still unable to connect.

I need to dial the area code, but it is not showing on Extend360. What do I do?

If you need to add additional dial information, you can do so by clicking the **Advanced** button, then selecting the **Location is Different from Specified** option. Select your country and use an area code different from the one you are attempting to dial. This forces Extend360™ to dial the area code associated with the number. See *Advanced Dial Settings* for more information.

When I disconnect from my VPN, why does Extend360 disconnect as well?

Extend360™disconnects because your corporate IT department has chosen to implement this policy for security reasons. This is not an error.

I disconnected from my VPN, but the VPN login screen keeps coming up

Your corporate IT department has chosen to implement a policy that restarts your VPN software whenever it is disconnected or encounters a failure. This displays the **VPN login** screen. If you want to disconnect from the VPN in this scenario you will need to disconnect from the Internet. See *Disconnecting from your Corporate Network* and *Disconnecting from the Internet* for additional information.

I keep trying to launch an application, but it closes automatically

Your corporate IT department has chosen to implement a policy that prevents certain applications from running on your computer while your Extend360™ software is running. This is done for security reasons and is not an error.

If you need to run these applications while Extend360™ is running contact your corporate Help Desk or System Administrator for assistance.

I added a new modem to my computer, but it is not available in the Hardware Device pull-down menu. What do I do?

First, verify that your modem is working properly. If it is working, go to the **Device Configuration** screen and make sure that the appropriate **Connection Type** is **X'ed** for that device. See *Configuring Available Devices* for more information. If you still encounter problems, contact your corporate Help Desk or System Administrator for assistance.

How do I see how long I have been online and what my connection speed is?

You can see this information by clicking the **Status** tab. See *Understanding Internet Connection Statistics* for additional details.

What does the More Detail Button do on the Status screen?

The **More Detail** button displays the **Status -- More Detail** screen. This screen shows additional connection status information that your corporate Help Desk or System Administrator may find useful when attempting to troubleshoot problems that you may experience. See *Getting Detailed Connection Status* for more information.

What are conflicting applications and is this harmful to my machine?

If you are using a Mobile Data device, it most likely has a third party network monitoring application that came with it. In some instances, these monitoring applications can disrupt the normal Extend360™ operations and are not needed when E360 is running. In order to allow Extend360™ to run normally, the Applications Conflict feature is provided to suspend the third party application during your E360 session. When you close the E360 user interface, the third party monitoring application can be restored to normal operations. The conflicting applications are not harmful as long as they are turned off before the Extend360™ user interface initializes. See *Prompt for Application Conflicts* for more information about the settings for this feature.

Is there a Help option Available with Extend360?

You will find help for the Extend360™ in the **Help** menu at the top of the screen **Extend360™ Application** screen.

See the following topics for more information:

- *Viewing Online Help*
- *Viewing Activity Log*
- *Viewing Message History*
- *Viewing Compliance Results*
- *Viewing Version and Copyright Information*

On which Operating Systems does Extend360 run?

See *Checking System Requirements* for supported Operating Systems (OS).

What is WiFi?

WiFi stands for "Wireless Fidelity" and it is a term used to define any of the wireless technology in the IEEE 802.11 specification, including 802.11a, 802.11b, and 802.11g. WiFi enabled devices (laptops or PDAs) can send and receive data wirelessly from any location that is equipped with WiFi access. Access points that are installed within a WiFi location transmit a radio frequency signal to WiFi enabled devices that are within range of the access point, which is approximately 300 feet. The speed of the transmission is governed by the speed of the pipeline fed into the access pipe. Wireless carriers provide similar signal technologies, such as T1 connections between access points.

What is a WiFi hotspot?

A **WiFi hotspot** is any location in which 802.11 wireless technology exists and is available for use. The hotspot may provide free access, or the carrier providing the access at the hotspot may charge for usage. Hotspots allow users to log onto the Internet from remote locations such as hotels, airports, train stations, coffee shops, bookstores, and around some cities that are providing wide access.

How do I connect to a wireless hotspot?

A connection to a wireless hot spot can be created through the **New Connection – WiFi** screen. You can also connect through a **Bookmark**. See *Creating a WiFi Connection* and *Creating a new Bookmark* for more information.

How can I tell if I'm connected?

If you aren't sure if you're connected, you can do the following:

1. Check the Windows Network Connection icon in the System Tray located in the right most corner of your screen. This small computer monitor icon will indicate that you are connected by showing two curved lines next to it to represent that you are receiving signals. You can click on this icon to display a screen that will show your connection status.
2. Open a browser, such as Internet Explorer, and navigate to a known public URL.

If you cannot connect, contact your corporate Help Desk or System Administrator.

Can I access my corporate network using a hotspot?

If your company uses a VPN (virtual private network) and a firewall, you can seamlessly access your corporate network. Hotspots, like any wireless communication, are not inherently secure, and, therefore, you should take every precaution to make sure you have proper security in place when using public hotspots.

The WiFi Button is greyed out, what does this mean?

When the New Connections tab is first initialized, the WiFi button may be greyed out. This can mean two things:

1. Your company allows wireless connections, but you are not authorized to use it.
2. You are authorized to use wireless connections, but no signals have been detected yet. Give the wireless "sniffing" technology time to finish searching for the local signals. When active signals are detected, the icon will turn black and you can select it. If this does not happen, refer to "Why don't I see my WiFi Signal?"

There is no WiFi button, how do I get WiFi?

Unfortunately, if there is no WiFi button showing on your E360 New Connection tab, it means that you are not authorized to use WiFi or your system does not support it. Because this is a rapidly growing new technology, you may wish to discuss this with your corporate System Administrator.

Do I need to have an account with a WiFi Service Account Provider?

In general, you do not need to have a WiFi service account. When you have Fiberlink branded signals available, the fees for using those signals are included as part of your E360 license. For signals that require a fee, you can connect to them and pay as you use them; instructions are usually provided when the browser software is opened for them.

What is wireless roaming?

If you have an account on a particular service provider, but a signal for that service is not available and you are able to connect on a signal for another service provider, that is known as **roaming**. Depending on the service agreements between providers, you may be charged a fee for roaming.